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SOCIAL INNOVATION
FOR COMPETITIVENESS,
ORGANISATIONAL PERFORMANCE
AND HUMAN EXCELLENCE

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TRACK 64:   **Management Research in Healthcare Organizations**

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Abstract:

Countries are struggling to meet the healthcare needs of their populations. To help resolve the difficulties in healthcare delivery, management research needs to identify better ways to organize services by drawing on social innovation research. Topics to explore include concern for critical outcomes including patient safety and satisfaction with the care process, workforce issues including quality of work life and employee satisfaction, and healthcare redesign as organizations downsize because of budget reductions and declining revenue. Additionally, systems thinking which considers multiple factors impinging on healthcare delivery efficiencies are sought since changes in one segment of the system results in unanticipated changes elsewhere. Research findings could facilitate evidence-based management approaches for decision making.

Organizational culture is a critical factor in social innovation and healthcare management since the collective values, norms, and assumptions of professionals can lead to desired outcomes, or blind an organization to catastrophic problems. Research questions on culture include to what extent can management develop interventions to reinforce the "safety culture" essential in today's healthcare systems? Can organizations develop cultures within the overall context of the communities in which they are embedded while reinforcing universal values such as patient safety, quality, efficiency, and equitable access to care? What effect does downsizing, mergers, or consolidations have on the culture and performance? What changes have occurred in the values and assumptions of healthcare organizations in Eastern Europe as they have evolved toward market driven economies?

This track welcomes papers which address these complex issues. Analyses could assess new organizational practices, multilevel governmental systems involved in healthcare delivery, alternative governance systems, organizational and work redesign, emergent patterns of action and clinical pathways, and the positive as well as harmful effects of these actions. Submissions can cover a variety of methods and research designs, including conceptual papers, qualitative and empirical studies.

Keywords: Patient safety, Evaluation research, Evidence-based management