



## **SIG 11 - PM&NPM - Public and Non-Profit Management**

With our theme **Exploring the Future of Management: Facts, Fashion and Fado**, we invite you to participate in the debate about how to explore the future of management. We look forward to receiving your submissions.

### **ST11\_02 - Healthcare Management Research**

#### **Proponents:**

S. Robert Hernandez, University of Alabama at Birmingham; Alfred Angerer, Zurich University of Applied Sciences; Jean-Paul Dumond, Université Paris-Est ; Marie-Léandre Gomez, ESSEC Business School; Daniel West, University of Scranton.

#### **Short description:**

This standing track is organized to facilitate sharing of research concerning the health of the population and the ways to organize healthcare services more effectively and efficiently. Studies of cooperative strategies of hospital networks, physician referral practices, public and private partnerships, and other efforts that improve outcomes may be emphasized. Papers on patient safety and satisfaction, workforce issues including quality of work life and employee satisfaction, evidence-based management decision making, innovative practices, and efficient reallocation of health services are welcome. Submissions may include conceptual papers as well as qualitative and empirical studies.

#### **Long description:**

All nations seek to improve access to quality healthcare for their populations at reasonable costs. The approaches these nations take to deliver services vary from “free market” competitive models to healthcare regulated almost exclusively by government. Within all these settings management faces difficult challenges as governments adopt stringent budgets because of tax shortfalls and businesses reduce health insurance coverage for employees as a cost saving measure.

To help resolve the difficulties in healthcare delivery, management research should identify better ways to organize services to meet the demands of numerous stakeholders. Practices that improve patient safety and satisfaction with the care process must be identified. Use of cooperative strategies involving hospital networks, physician practices, public and private partnerships and related activities are increasing and should to be assessed. Research is also needed on workforce issues including quality of work life and employee satisfaction. Reports on use of evidence-based management approaches to decision making are welcome. Another topic to be investigated involves determining methods to



reallocate health services as organizations downsize because of budget reductions and declining revenue streams. Additionally, systems thinking applications that consider multiple factors impinging on healthcare delivery are sought as changes in one segment of the delivery system result in unanticipated changes in other parts of the system.

This track welcomes management and policy papers to address these complex issues. Analyses could assess newly designed organizational practices, the institutional complexity of multilevel governmental systems involved in healthcare service delivery, implementation of alternative governance systems, organizational and work redesign activities, emergent patterns of clinical pathways, and the positive as well as harmful effects of these actions. The track has therefore the ambition to feed the criticism of this transformation while simultaneously taking into account its possible fertility. Managerial practices in the health care system can, indeed, be the object of a blind acceptance without any examination of its effect on industrialization, commodification and rationalization. On the contrary, the spreading of these managerial practices can be the object of a denunciation without any consideration for their contributions. Against these positions, the one that we carry consists in opening a criticism capable of reporting the problematic and fertile confluence of the current evolution.

Submissions can cover a wide variety of methods and research designs, ranging from the evaluation of small scale innovative delivery practices to large-scale empirical studies. Conceptual and empirical papers are welcome.

#### **Keywords:**

Evidence-based Management  
Patient Safety and Quality  
Healthcare Workforce Issues  
Healthcare Networks  
Healthcare Leadership

#### **Publication Outlet:**

Health Services Management Research  
International Journal of Quality in Health Care  
Journal of Health Administration Education

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#### **AUTHORS GUIDELINES**

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