

MANAGERS' ATTITUDE TO THE ACCREDITATION OF THE HEALTHCARE ORGANIZATIONS

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INTRODUCTION

The process of accreditation of primary healthcare organization is very similar process to the implementation of the Quality System in a healthcare organizations. It means, that the process of accreditation and implementation of Quality Standards meet the needs of patients, employees' and external subjects (legislation, partners, etc.). In this process managers, employees and each member of the organization plays different roles. Managers are responsible for the leading of all this process, of organizing the resources and strategical view of future. Factors as managers qualities, beliefs, attitudes, involvement, faith and attitude to the process of accreditation are very important for the process from the beginning to the end. When managers can't or don't want fully involve self to the process – this may be/is a risk of failure of the accreditations' process. Therefore, early identification of approach of each organization member can be a strategy to minimalize the risk of failure.

We can formulate a **research question**: how can the approaches of the managers impact the process of accreditation in healthcare organizations?

Method

To analyze the attitude of the managers to the process of accreditation was did the research – semi-structured interview. The research was done from 4th quartel of 2021 till 1st quartel of 2022. The instrument used for the survey – APPS – The Impact of Accreditation on the Psychosocial environment of employees in primary healthcare organizations. It contained questions in four blocks: general information about the organization, the preparing for the accreditation, the process of accreditation, the benefits of the accreditation. Participants in this research were 17 managers from the primary healthcare institutions (from private and public sectors); all these institutions already are accredited on primary healthcare – family medicine area.

The process of accreditation is the possibilities for:	Opinions of managers		
	Yes (%)	Not shure (%)	No (%)
the improvement of strategic management	94,1	5,9	-
the additional founds	58,8	17,7	23,5
the better communication	35,3	29,4	35,3
the improvement of psychosocial environment	23,5	53,0	23,5
the changes in organization	100,0	-	-
the education of employees	58,8	5,9	35,3
the management of the conflicts	41,2	23,5	35,3
the searching of new management models	11,7	35,3	53,0
to reach together the main goal of organization	41,2	29,4	29,4
the improvement of the working conditions	17,6	53,0	29,4
the comparing of the organizations' functioning before and after changes	100,0	-	-
The opportunity to improve competitive advantage	88,2	5,9	5,9

Main findings

An analysis of respondents' answers on their view about the benefits of the accreditation we found out that all managers agree with these benefits fully: the process of accreditation in healthcare organization are the possibilities for the organizational changes and it's also the possibilities to compare organizations functioning before and after changes. Nevertheless, it was found out that managers of healthcare organizations can't see any signs of improvement of psychosocial climate and improvement of working conditions of employees in organization after accreditation and they don't think that accreditation is the way to find the new models of management.

MAIN RESULTS AND CONCLUSIONS

The results of this research have shown that accreditation of healthcare organizations is an important process. After analyzing the results, we can make assumption that managers negative attitude to improvement of psychosocial environment and working conditions, findings of new models of management in organization and it's relations with accreditation can be a weak point in the process of accreditation of healthcare organizations. We can also make an assumption – managers think accreditation is like a tool more for strategical management then for improvement the psychosocial climate in organization. In this context, it's important to notice that an inappropriate psychosocial environment and lack of communication can cause the failure of accreditation of healthcare organizations.