Developing cultures of high quality care in health services

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Michael West has spent the greater part of his career undertaking research into the factors that determine the effectiveness and innovativeness of individuals, teams and organizations at work. He has published over 200 articles for scientific and practitioner publications and authored, edited or co-edited 20 books, including The Psychology of Work and Organizations (2010) and Effective Teamwork (2004), which has been translated into 12 languages.

[Summary] This presentation will describe several research programs focused on cultures of quality and safety in the English National Health Service (NHS), drawing upon the perspectives of staff, patients, and many others to (1) show how leaders can ensure innovation and sustainability in patient safety and quality of care; (2) identify leadership processes that motivate sustained staff engagement with quality and safety; (3) explain how quality and safety improvement happens, how change can be accelerated, and how sustained innovation can be fostered; and (4) provide practical lessons on what facilitates (or hinders) the achievement of high quality care and patient safety. The research uses the biggest ever dataset on team-working in health care, [as well as staff survey, interviews with many stakeholders, etc.]. (...)

More info / Registration: http://bru-unide.iscte.pt/?pt=seminar_series
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