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Implementing Participation Strategies in Hospitals: Correlates of Effective Problem-Solving Teams

Author: CHRISTOPHER G. WORLEY, PH.D.

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More and more hospitals are attempting to change their organizations and improve quality, customer satisfaction, and clinical outcomes or reduce costs through participation strategies that involve organizational members on problem-solving teams. The key to the success of these strategies is the effectiveness with which these teams solve pressing organizational problems. This article presents the results of a survey completed by over 75 people representing 30 problem-solving teams in five hospitals from four states. The results suggest that team are fairly productive but have not generally affected the more substantive aspects of hospital operations. Recommendations for improving team effectiveness are given.

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