

RESEARCH YEARBOOK

GVpesquisa

2016 • 2017



RESEARCH YEARBOOK 2016-2017

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INTRODUCTION

This yearbook presents summaries of research conducted by research professors from FGV-EAESP.

The work was funded by GVpesquisa, and our research included four support categories: two individual categories related to projects conducted with the support of over-the-counter and productivity grants and two collective categories related to Research Line and Study Center projects.

The sections provide an overview of the contributions made by FGV-EAESP researchers to the development of administration studies in Brazil as well as guidance for the construction of a research agenda for both the present and future.

This yearbook also contains a section by Maria Tereza Leme Fleury and Servio R. C. Werlang on applied research, and it emphasizes the issue of methodological strictness.

The research summaries were prepared by the authors themselves and edited by Adriana Wilner. Graphic design was performed by designer Cris Tassi, and the overall project was coordinated by Daniela Mansour M. da Silveira from the GVpesquisa team.

We hope that this yearbook achieves its objectives, which include disseminating the knowledge generated by FGV-EAESP, and serves as a bridge between readers and authors.

With warmest academic greetings,

Thomaz Wood Jr.

Coordinator – GVpesquisa



HEALTH MANAGEMENT

Patient safety in hospitals depends on the managers

RESEARCH IN FOCUS:

Patient safety in organizational culture as perceived by the leaders of hospital institutions that have different types of administration

Natasha Dejjgov Monteiro da Silva,
Antonio Pires Barbosa,
Kátia Grillo Padilha and
Ana Maria Malik

Leaders must arrange resources, infrastructure and procedures and involve the entire organization to crease a culture of risk minimization.

OBJECTIVE TO IDENTIFY THE PERCEPTION OF LEADERS WITH REGARD TO THE DIMENSIONS OF ORGANIZATIONAL CULTURE IN PUBLIC AND PRIVATE HOSPITALS.

SNAPSHOT

- A quantitative study was conducted with 103 professionals (nurses, doctors, administrators, pharmacists, physiotherapists and nutritionists, among others) in eight hospitals (two private hospitals, three administered under management contract and three autonomous government agencies).

RESULTS

- The factors considered most important for the safety culture are the organizational climate (provisioning of infrastructure, resources and procedures to develop a safety culture); organizational learning (a learning culture in which changes are introduced after mistakes are made) and management types (private or governmental).
- In private hospitals, the responses were more homogeneous than in the public hospitals, which might indicate a greater dissemination of the subject matter in public hospitals.
- In public hospitals, a greater tendency for continuous learning was identified.

NEW INSIGHTS

- Managers must invest in actions and processes for strengthening organizational learning and improving the safety climate to benefit patients as well as the organization as a whole.
- The results indicate that effective patient safety actions depend on resources (material, technological, human and financial), infrastructure and procedures and also require learning at all levels in the organization.
- Not all dimensions have the same weight for the development of a patient safety culture; therefore, the most relevant dimensions must be investigated. An aspect that was highlighted in the study refers to the development of mechanisms for encouraging a culture of mutual trust, which allows for greater openness so that errors are reported and corrected.



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