Healthcare Culture

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ANT101

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**1) Select one aspect of culture from** [**the list**](https://content.bridgepointeducation.com/curriculum/file/58554f49-6540-43c9-b873-025d5bf08ce9/1/ANT101_List%20_of_Topics.pdf)**. Once you've made your selection, please delete all other options.**

* Healthcare

**2) Select a source to use for Part I of the paper. You will be using your textbook** [**and the article by Miner**](http://personal-pages.lvc.edu/sayers/miner_nacirema.pdf) **for this part of the paper, but for this worksheet, include the source you found through your own research. Review the tutorial on** [**Evaluating sources**](https://content.bridgepointeducation.com/curriculum/file/454eb6af-4088-48b3-9eea-78f5bdc99eb2/1/ANT101%20Evaluating%20Sources.zip/story_html5.html) **and enter your reference in the space below.**

[**Reference entry**](https://awc.ashford.edu/cd-apa-reference-models.html) **in APA format:**

* Borkowski, N. (2015). *Organizational behavior in health care*. Jones & Bartlett Publisher

**3) Include the reference for Part II that corresponds to the topic you’ve chosen. Copy and paste the reference entry from** [**the table**](https://content.bridgepointeducation.com/curriculum/file/58554f49-6540-43c9-b873-025d5bf08ce9/1/ANT101_List%20_of_Topics.pdf) **(e.g., if you chose Education, you would use the article by Jonsson for Part II).**

* Körner, M., Wirtz, M. A., Bengel, J., & Göritz, A. S. (2015). Relationship of Organizational Culture, Teamwork and Job Satisfaction in Inter-professional Teams. *BMC health services research*, *15*(1), 243. Retrieved from https://bmchealthservres.biomedcentral.com/articles/10.1186/s12913-015-0888-y

**4) Summarize the main points from each of your sources. See** [**this guide**](https://awc.ashford.edu/cd-guidelines-for-summarizing.html) **for help with summarizing your sources.**

**Summary of your source for Part I (include one to two paragraphs, totaling at least 300 words). Enter your summary in the space below.**

Borkowski (2015) provides a comprehensive description of the history of healthcare organization behaviors for many years, the problems of healthcare staff relating to job satisfaction, and different strategies of enhancing job satisfaction. The information that is helpful for the research topic is intrapersonal and interpersonal issues, understanding human behaviors, leadership, and effective development of teams/groups in organizational changes.

The intrapersonal and interpersonal topic provides explicit details about the personal cognitive and psychological conflicts that healthcare organizations display and the most common conflicts among healthcare staff, respectively. The author then provides a list of how the disputes affect the motivation of work and then links the information on issues of patient satisfaction. The book also contains detailed information regarding leadership in terms of the theories that many healthcare uses to create a pleasant working environment like trait and behavioral theories of leadership. Borkowski (2015) then explains a list of six leadership practices that can enhance job satisfaction among healthcare personnel. The other chapter of the book that talks about groups and teamwork show the dynamics of groups and how to build a teamwork culture in healthcare practice that would enhance communication and collaboration. Finally, the author explains how organizations keep changing with time and the importance of having skills to manage the changes in a way that it does not affect the quality of healthcare services and also enhance job satisfaction among healthcare practitioners.

Gathering healthcare organization behaviors like the intrapersonal and interpersonal conflicts will help understand the most common issues that make healthcare organizations, especially nurses, have low motivations to work. Then I will determine how low motivation based on the conflicts affect the deliverance of quality healthcare services; it will also help to determine how improving job satisfaction will impact healthcare service delivery. Additionally, gaining the knowledge about conflicts will help determine the issues of communication skills and how leadership help reduce the conflicts and the strategies that have been employed to minimize conflicts and to enhance effective communication in the healthcare environment. Finally, I determine the main gaps that are there in improving the motivation of healthcare personnel.

**Summary of your source for Part II (include one to two paragraphs, totaling at least 300 words). Enter your summary in the space below.**

The second source is an article main point regards to the development of inter-professional teams based on organizational cultures to enhance job satisfaction among healthcare workers. The information of the article helps to get a better understanding of building teamwork in healthcare organizations to improve the quality of patient satisfaction. It shows the link between quality healthcare satisfaction and healthcare job satisfaction. It is an elaboration of a real-life application of healthcare strategies that healthcare organizations can employ to increase job satisfaction, especially since Borkowski (2015) only offers the theoretical descriptions.

Korner et al. (2015) used a multi-center cross-sectional study in Germany and gathering information using questionnaires and found out that inter-professional team works in healthcare organizations help improve job satisfaction among healthcare workers. The article starts by providing a description of problems relating to healthcare organization cultures of team building and how they affect the motivation of healthcare workers and shows why inter-professional teams can help solve the problem. The article then explains what interprofessional teams mean based on the input-process-output model (IPO). The IPO models show the relationship between organizational cultures (input), interprofessional teamwork (process), and job satisfaction (output). The authors then provide a description of the research method that they use the population data, and gathering of data for analyzation. The model of conducting collecting data was structural equation modeling (SEM) using the AMOS software version. According to the article, the authors use 661 questionnaires of 272 employees. The results showed that 35% of responded believed that job satisfaction has a significant impact on the cultures of organizations and teamwork (Korner et al., 2015). The authors then provide a statistical description of the impact of IPO in predicting job satisfaction among healthcare workers was better than the standard model of input-output (IO) that many healthcare organizations use. Therefore, they included that many healthcare organizations should emphasize on building interprofessional team works.

**5) Write a working** [**thesis statement**](https://awc.ashford.edu/writing-tools-thesis-generator.html) **based on your sources. See** [**this example**](https://content.bridgepointeducation.com/curriculum/file/2ad949f3-2acd-40b3-a124-346d03cbf487/1/Revised%20ANT101%20W5%20FinalIntroductionIExample.pdf)**.**

**Working Thesis Statement:**

* Healthcare personnel satisfactions have a big impact on the quality of healthcare services that patients receive and many organization leaders should have an in-depth analysis of factors that affect job satisfaction in healthcare like communication and conflicts to gain insights of how to improve it.