

ABSTRACT

HOLISTIC, ECOLOGICAL, AND SYSTEMIC MEASURES OF PATIENT FOCUSED CARE

by

MAUREEN S. HEAPHY

December 1998

Advisor: Dr. Kenneth R. Chelst

Major: Industrial Engineering, Wayne State University

Degree: Doctor of Philosophy

This dissertation examined the performance outcome measures associated with one type of restructuring in the hospital called Patient Focused Care. Four measures were studied at one hospital: customer satisfaction, healthcare outcomes, economics, and team dynamics.

There were three primary contributions from this research. This contribution was to take a holistic or systemic view of the measures of Patient Focused Care and identify strengths and areas needing improvement. The second contribution was in providing additional insight to the hospital based on their patient satisfaction survey. The third contribution has been the qualitative and quantitative research of team dynamics to increase the knowledge of how PFC team members address conflict. This study focused on the dynamics between the RN and Care partner. Team dynamics were described by combining literature based knowledge with on-site structured observation, interviews, job shadowing, and a written survey of PFC units and traditional care units. The study was designed to increase the knowledge of how the RN and CP handle conflict.

The results of the analysis provided direct feedback to the hospital studied, offers considerations for others implementing PFC, and advanced the theories of customer satisfaction analysis, medication errors, and team dynamics. Numerous links were shown between the four areas of study: customer satisfaction, medication errors, economics, team dynamics.