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Healthcare care management: What do healthcare professionals need to be effective?

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Delivering healthcare that leads to higher wellbeing for patients requires a positive care framework. In particular, healthcare professionals will be most engaged in management provides them with effective organisational support and healthcare professionals have high levels of individual attributes. My presentation will firstly discuss the importance of organisational support from managers built on adequate resourcing and rewarding of employees such that over time these relationships develop mutual reciprocity. I will compare healthcare management across public, private and not-for profit sectors across Australia, Italy, UK, USA and Brazil. The quality of healthcare management support predicts the outcomes of professional healthcare employees- their wellbeing and engagement, affective commitment and turnover intentions. I will show how outcomes change for employees across countries based on the quality of management support. My presentation will then discuss the importance of individual attributes that is within each person. I have measured this using Psychological Capital (PsyCap). PsyCap is a socio-emotional resource within humans. Those who have high levels of PsyCap have a natural buffer against stress, and perceive the “glass as half full”. Specifically they have high levels of self-efficacy (they have self-confidence to take on challenges); optimism (they are positive about succeeding); hope (they persevere toward a goal) and resilience (they bounce back after a setback). HighPsyCap also predict employee’s work outcomes, including engagement, wellbeing and reduced turnover. I will show my findings about the impact of PsyCap on healthcare professionals’ outcomes across sectors and countries and explain the implications of both in making employees effective.

Biography

Yvonne Brunetto is Professor in Management. She is the past Dean of the Southern Cross Business School. She has a distinguished and contemporary record of international scholarly achievements. Since obtaining her PhD in 2000, she has undertaken research about the impact of workplace relationships on the work outcomes of public and private professionals in organisations (particularly nurses and personal carers) across numerous countries. She has an extensive list of journal publications and editorships of special issues providing evidence of an outstanding research record – approximately 70 journal papers. She is also a Distinguished Research Fellow of ANZAM.

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