

ASSESSMENT OF ORGANIZATIONAL CULTURE OF HOSPITALS AND ITS ASSOCIATION WITH ACCREDITATION

1 University of São Paulo, São Paulo, Brazil

2 Mackenzie Presbyterian University, São Paulo, Brazil

3 Fundação Vanzolini, São Paulo, Brazil

P.626

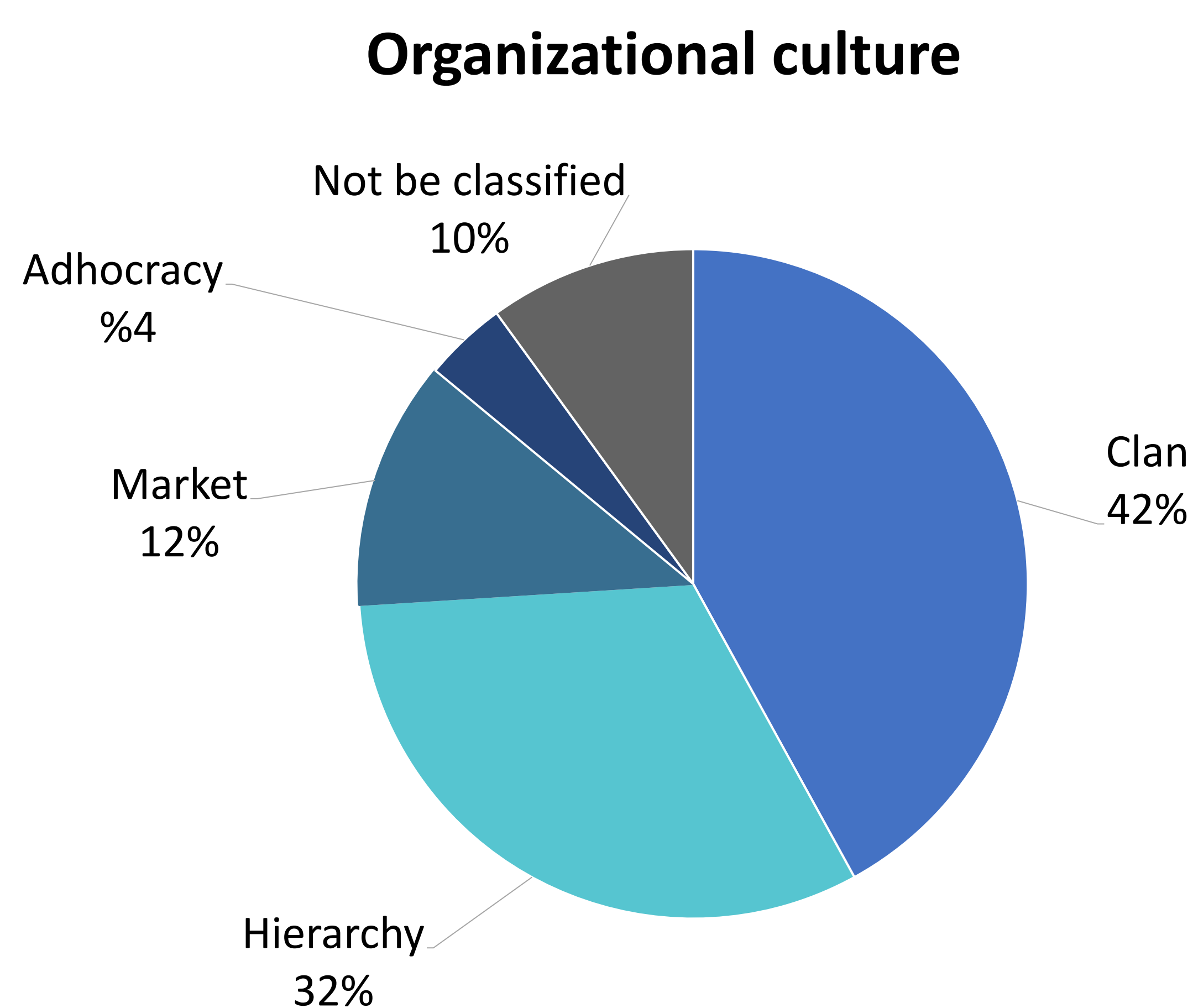
INTRODUCTION

Institutions that have an alignment between the dominant organizational culture, the style of their leaders, the human resources management and quality management, perform better when compared to those without this alignment (Cameron & Quinn, 2006). Organizational culture can be a barrier to improving the quality of services and patient safety (Alaraki, 2018). The diagnosis of organizational culture is considered essential in the management of institutions.

AIM

To identify the dominant organizational culture of hospitals and evaluate its relationship with the accreditation

RESULTS



Dominant organizational culture	Orientation
Clan	Collaborative
Adhocracy	Creative
Market	Competing
Hierarchy	Controlling

The cluster analysis was performed to aggregate the responses into homogeneous groups in the diagnosis of organizational culture.

- Cluster 1: Hierarchy
- Cluster 2: Clan
- Cluster 3: Adhocracy and market

The type of dominant organizational culture is statistically significant associated with the status of accreditation (p-value = 0.032)

METHOD

Quantitative approach

- Approved by the Research Ethics Committee
- Survey with 90 Brazilian hospitals
- Organizational Culture Assessment Instrument (OCAI) (Cameron & Quinn, 2006).
- Descriptive and multivariate statistical analysis (clustering) techniques were applied to analyze the results.

CONCLUSIONS

The results indicate a **higher proportion of accredited hospitals among institutions with a dominant hierarchical culture.**

This association may be attributed to the structured nature of hierarchical cultures, which are characterized by more formal environments with well-established procedures, rules, and policies essential for the accreditation process.

ACKNOWLEDGEMENT

Production Engineering Department,
USP, University of São Paulo

Fundação Vanzolini

Mackenzie Presbyterian University

REFERENCES

Alaraki, Mohammad Shamsuddin. 2018. "Assessing the Organizational Characteristics Influencing Quality Improvement Implementation in Saudi Hospitals." **Nursing & Care Open Access Journal** 5 (4). MedCrave Group, LLC. doi:10.15406/ncoaj.2018.05.00147.

Cameron, Kim S., and Robert E. Quinn. 2006. **Diagnosing and Changing Organizational Culture: Based on the Competing Values Framework**. San Francisco: Jossey-Bass.

CONTACT INFORMATION

ana.saut@alumni.usp.br

fernando.berssaneti@usp.br