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Nota di contenuto	1. Connecting Health Care Worker Well-being, Patient Safety and Organizational Change: The Triple Challenge (Anthony J. Montgomery, Margot Van der Doef, Efharis Panagopoulou, Michael P. Leiter) -- Section I. Linking Organisational Factors, Health Care Worker Well-being, and Patient Outcomes -- 2. Job Strain, Burnout, Wellbeing and Patient Safety in Healthcare Professionals (Daryl B. O'Connor, Louise H. Hall & Judith Johnson) -- 3. Missed Nursing Care: the Impact on Patients, Nurses and Organisations (Marcia Kirwan and Anne Matthews) -- 4. Linking Organisational Factors and Patient Care: Does Healthcare Workers' Well-being Matter? (Kevin Teoh and Juliet Hassard) -- 5. Burnout in Primary Care Workforce (Anli Yue Zhou, Maria Panagioti, Henry Galleta-Williams, Aneez Esmail) -- Section II. Zooming in on the health Care Context -- 6. Between Balance and Burnout: Contrasting the Working-time Conditions of Irish-trained Hospital Doctors in Ireland and Australia (John-Paul Byrne, Edel Conway, Aoife M. McDermott, Richard W. Costello, Lucia Prihodova, Anne Matthews, and Niamh Humphries) -- 7. Doctors Well-Being, Quality of Patient Care and Organizational Change –Norwegian Experiences (Karin Isaksson Rø, Judith Rosta, Reidar Tyssen & Fredrik Bååthe) -- 8. The Relationship Between Employee Engagement and Organisational Outcomes in the

English National Health Service: An Analysis of Employee and Employer Data in 28 Healthcare Organisations (Christian van Stolk and Marco Hafner) -- 9. Governing Health Care Provision – Clinicians' Experiences (Berit Bringedal, Inger-Lise Teig IL, and Kristine Bærøe) -- 10. Speaking up About Bullying and Harassment in Healthcare: Reflections Following the Introduction of an Innovative “Speak up” Role in NHEngland (Jones A, Blake J, Banks C, Adams M, Kelly D, Mannion R and Maben J) -- Section III. Developing Cultures that Enable Organisational Change -- 11. Between Taking Care of Others and Yourself: The Role of Work Recovery in Health Professionals (Claudia L. Rus, Cristina C. Vâjâean, Ctlina Ooiu, Adriana Bban) -- 12. Creating Optimal Clinical Workplaces by Transforming Leadership and Empowering Clinicians (Paul DeChant, Paul DeChant & Diane Shannon) -- 13. Compassionate and Collective Leadership for Cultures of High-quality Care (Michael A. West & Senior Visiting Fellow) -- 14. Workforce and Excellence in Nursing Care: Challenges for Leaders and Professionals (Van Bogaert P, Timmermans O, Slotmans S, Goossens E, Franck E) -- 15. Mindful Practice: Organizational Change and Health Professional Flourishing Through Cultivating Presence and Courageous Conversations (Michael S Krasner & Ronald Epstein) -- Section IV. Towards Individual- and Organisation-Focused Interventions and their Effectiveness -- 16. Training as a Facilitator of Organizational Change in Health Care: The Input-Mediator/Moderator-Outcome-Input Model (Megan E. Gregory, Clayton D. Rothwell & Ann Scheck McAlearney) -- 17. Schwartz Center Rounds: an Intervention to Enhance Staff Well-being and Promote Organisational Change (Professor Jill Maben and Dr Cath Taylor) -- 18. How Healthcare Worker Well-being Intersects with Safety Culture, Workforce Engagement, and Operational Outcomes (Kathryn C. Adair, Kyle Rehder, J. Bryan Sexton) -- 19. Mindfulness as a Way to Improve Well-being in Healthcare Professionals: Separating the Wheat from the Chaff (Anthony Montgomery, Katerina Georganta, Ashvirni Gilbeth, Yugan Subramaniam, Karen Morgan) -- 20. Using Transformative Learning to Develop Skills for Managing Conflict: Lessons Learnt over Ten Years (Eva Doherty) -- 21. Well-Being, Patient Safety and Organizational Change: Quo Vadis? (Anthony J. Montgomery).

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## Sommario/riassunto

This volume delineates the ways in which key areas of healthcare, well-being, patient safety and organisational change overlap with and contribute to unhealthy workplaces for healthcare professionals. There is a growing realisation within healthcare that healthcare worker well-being, patient outcomes and organisational change are symbiotically linked. Burnout and stress in healthcare workers and toxic organisational cultures can lead to a cycle of patient neglect, medical errors, sub-optimal care and further stress. This topical volume therefore outlines the ways in which worker well-being, patient outcomes and organisational change can be aligned to contribute to a healthy workplace and therefore better medical care. The volume includes an array of authors from different disciplines including primary care, clinical medicine, psychology, sociology, management, clinical governance, health policy and health services research. It succeeds in integrating different voices and reaches meaningful conclusions to address the challenges facing the healthcare workforce.

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