

ABSTRACT IN ENGLISH

This doctoral thesis aims to assess the effectiveness of the commercialisation process of Polish hospitals implemented from 2011 to 2018, based on the Act on Medical Activities¹. For this purpose, the premises of the hospital commercialisation process were identified, with three defined hospital commercialisation goals as the starting point, i.e. improving organisational efficiency, quality and availability of health services provided by hospitals after their commercialisation.

The main goal and six specific goals were formulated in the doctoral thesis. The central hypothesis and detailed hypotheses corresponding to the objectives of the work were formulated using analysis and logical construction. The hypotheses were empirically verified. The construct of the empirical study is a composition of mutually complementary elements, which consists of the activities described in the chapters. In consultation with the Ministry of Health representatives, the number of hospitals that underwent commercialisation in 2011–2018 was determined. Verification of the current legal situation of the units created as a result of commercialisation allowed the identification of 65 companies that currently manage 76 hospitals, which was taken into account in empirical research.

Considering the three goals of commercialising Polish hospitals, a concept for assessing these premises was developed. When assessing the organisational effectiveness of hospitals after their commercialisation, the economic achievements of hospitals were taken into account, where a financial analysis was used based on economic and financial indicators commonly used for this type of analysis. The assessment of organisational effectiveness was also carried out, taking into account the achievements of hospitals in the praxeological, behavioural, institutional and systemic dimensions. For this purpose, an original survey questionnaire was designed to define individual dimensions. The survey was constructed this way and addressed to the top management staff of the hospitals participating in the study. The assumptions of the SERVQUAL model were used to assess the quality of health services provided by commercialised hospitals. Based on the assumptions of the SERVQUAL model, survey questionnaires were developed and addressed to hospital patients participating in the research in order to capture the level of discrepancies between the patient's expectations and what he received and their importance for the patient. When assessing the availability of health services provided by commercialised hospitals, indicators were used relating to the amount of services provided and the structural and functional elements of hospital resources.

The obtained research results were analysed using statistical methods. The results and their analyses allowed for the verification of the hypotheses and the formulation of conclusions.

¹ Act of April 15, 2011, on medical activities. Journal Laws of 2011, item 654, consolidated text.

This dissertation is of an empirical and theoretical nature. The originality of the doctoral thesis consists in assessing the commercialisation process of Polish hospitals through the prism of the premises of this process. According to the author's current knowledge, this doctoral thesis is the first such extensive study presenting the commercialisation process of Polish hospitals, considering the commercialisation goals and the effects achieved by commercialised hospitals over the years. In the literature on the subject, the author did not find any works that assess the hospitalisation process from the perspective of three defined commercialisation goals. At the methodological level, the assessment of the effectiveness of the commercialisation process of Polish hospitals is a semantic profile, i.e., a tool for measuring the achievements of entities providing medical services in the form of hospitals on a multidimensional scale.

The doctoral thesis consists of five chapters. Each chapter of the doctoral thesis pursues the formulated objectives indicated at the beginning of each. Each chapter consists of generalisations and conclusions that are an individual synthesis of research on specific specific problems. The first two chapters contain an analysis of the literature on management and quality sciences, presenting the state of current knowledge about the scientific problem described in the doctoral thesis. The third chapter describes the research methodology, where the research procedure is presented. The fourth chapter presents and describes empirical research and statistical analysis results. In the last fifth chapter, the hypotheses were verified, and the effectiveness of the commercialisation process of Polish hospitals from 2011–2018 was assessed. Implications for the theory of science are described, along with practice recommendations, indicating areas for further scientific exploration. Observations resulting from implementing the entire research process were presented at the end of the dissertation.

Keywords: effectiveness, commercialisation, hospital, organisational efficiency, quality of health services provided, availability of health services.