

STRESZCZENIE PRACY W JĘZYKU ANGIELSKIM

Healthcare entities play a crucial role in every society. Functioning at the intersection of the two approaches - economic and social - they are subject to almost a continuous dispute over which aspects are more important - the economic or social ones? The Hippocratic oath, which applies to medical personnel, as well as the need for a continuous improvement of quality of medical services often stand, from the economic point of view, in clear contrast to considering medical entities solely in a business context. With such an approach, it seems reasonable to state that cultural aspects become particularly important in these organisations. It is even assumed that there is a two-way relationship between quality management and the content of organisational culture, which affects pro-quality management, thus shaping a specific type and model of quality culture.

The research problem related to the issue of considering cultural dimensions in quality management in the context of the level of quality maturity of healthcare entities, makes it important to develop a framework - a quality culture model.

The typologies and models available in the literature do not directly define the values, attitudes and practices related to this type of entities. Moreover, the research rarely raises the subject of cultural aspects of quality management. Therefore, the research activities conducted by the author in this area allows a deeper analysis of the relationships between the cultural dimensions (values and attitudes) and quality management practices. The results of this work are reflected in the proposal of a typology of quality culture of medical entities, which is then analysed in the context of their impact on the formation of the level of quality maturity. The described research work has been confirmed by the adopted hypotheses and the aim of the study in the form of an elaborated framework - a model of quality culture of medical entities in Poland (a logical rule), which enables to change the type of quality culture to one allowing to achieve higher quality maturity.

The dissertation is theoretical and empirical in nature, and its structure consists of an introduction, five chapters, and a conclusion with recommendations and directions for further research.

In the theoretical part (Chapters 1-3), a systematic and critical review of the literature has been conducted in the context of organisational culture, quality culture, the concept and essence of quality and quality management and the internal and external conditions related to them, as well as dimensions, models, measures and characteristics

shaping quality maturity. All these elements are related to the specificity of health care including particular medical entities.

The research part of the study (Chapter 4-5) discusses the methodological assumptions of the own research, presents the rationale for undertaking the topic, defines the research problem, objectives and hypotheses, as well as the adopted model of the research proceedings. The results of the study are conceptualised and operationalised in the form of a model - a pattern of quality culture of medical entities in Poland.

The research has been conducted on a research sample of 211 healthcare entities - hospitals, including all voivodeships, various categories of hospitals, their reference levels, ownership forms and financing sources. For this purpose, internet (CAWI) and telephone (CATI) tools have been used, based on the author's questionnaire, which, on the basis of the available research tools, has been adapted to the specificity of medical entities.

The paper also draws conclusions from both theoretical considerations and empirical research. Recommendations are presented for managers and quality representatives regarding the possibility of shaping an individual quality culture supporting the achievement of the highest possible quality maturity. On the other hand, directions of possible further research works are indicated for other researchers of the quality culture issue.

It is to be hoped that the scientific and practical solutions undertaken in this study will be applied on a wider scale in medical entities evoking at the same time greater interest in the cultural aspects of quality management in the medical environment. In turn, the research problem will become an important contribution to the development of interdisciplinary knowledge in the field of management and quality sciences and sociological sciences.

Keywords: quality culture, model and typology, cultural dimensions, quality management, quality maturity, medical entity