

OLS13

AN EMPIRICAL STUDY OF HEALTHCARE QUALITY COMPETENCIES: METHODOLOGICAL INSIGHTS

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Abstract

Assessment of healthcare quality is vital for enhancing patient outcomes and achieving organizational excellence. As such, assessment is of interest to healthcare professionals and scholars. This research investigates an industry framework of healthcare quality competencies to explore relevant measurements arising from the dynamic nature of today's healthcare quality landscape. We integrate healthcare quality practices and results to develop a research model and validate its effectiveness using survey data. Methodological insights and research findings are discussed to provide insights to practitioners and researchers in the healthcare field.

Conference Track

Business Environment - Strategy, Policy, Law, Ethics