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Post-Pandemic Healthcare: A Multimethod Evaluation of Quality Management Practices

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Abstract

After the COVID-19 pandemic, healthcare organizations have increased their focus on building resilience and establishing systems for long-term success. Although the healthcare industry has multiple quality management frameworks, their effectiveness needs reevaluation in the post-pandemic era. This study focuses on the Baldrige Framework, a US performance excellence framework. Meta-analysis and text-mining techniques are used to analyze data collected from academic publications and reported patient experiences. The findings provide practical suggestions for management and decision-makers in the healthcare industry to improve organizational performance. In addition, the results offer insights for improving the Baldrige framework and applications.

Conference Track

Operations, Logistics and Supply Chain Management