



**The importance of organisational and social
work environment for care quality**

**Outline of a research project
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Research group

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Dental caries and work environment

...2 important public health problems!

- 19,3 % of dental fillings made in 2010 was replaced within a 4 years period
(SKaPa's yearly report 2014)
- Dentistry in Sweden is characterized by high demands and a high level of stress
(Berthelsen 2003; Agrawal et al 2014; Nyqvist et al 2016; Berthelsen et al 2017)
- In Sweden the problems are in particularly reported in relation to the public sector
(Bejerot 1998; Hjalmsers et al, 2005; Hjalmsers et al 2007; Franzén 2009; Berthelsen et al 2011; Nyqvist et al 2016; Berthelsen et al 2017)
- High levels of stress and a problematic work environment in dentistry is not a new phenomenon and is not restricted to Sweden
(Katz, 1978; Bejerot 1998)

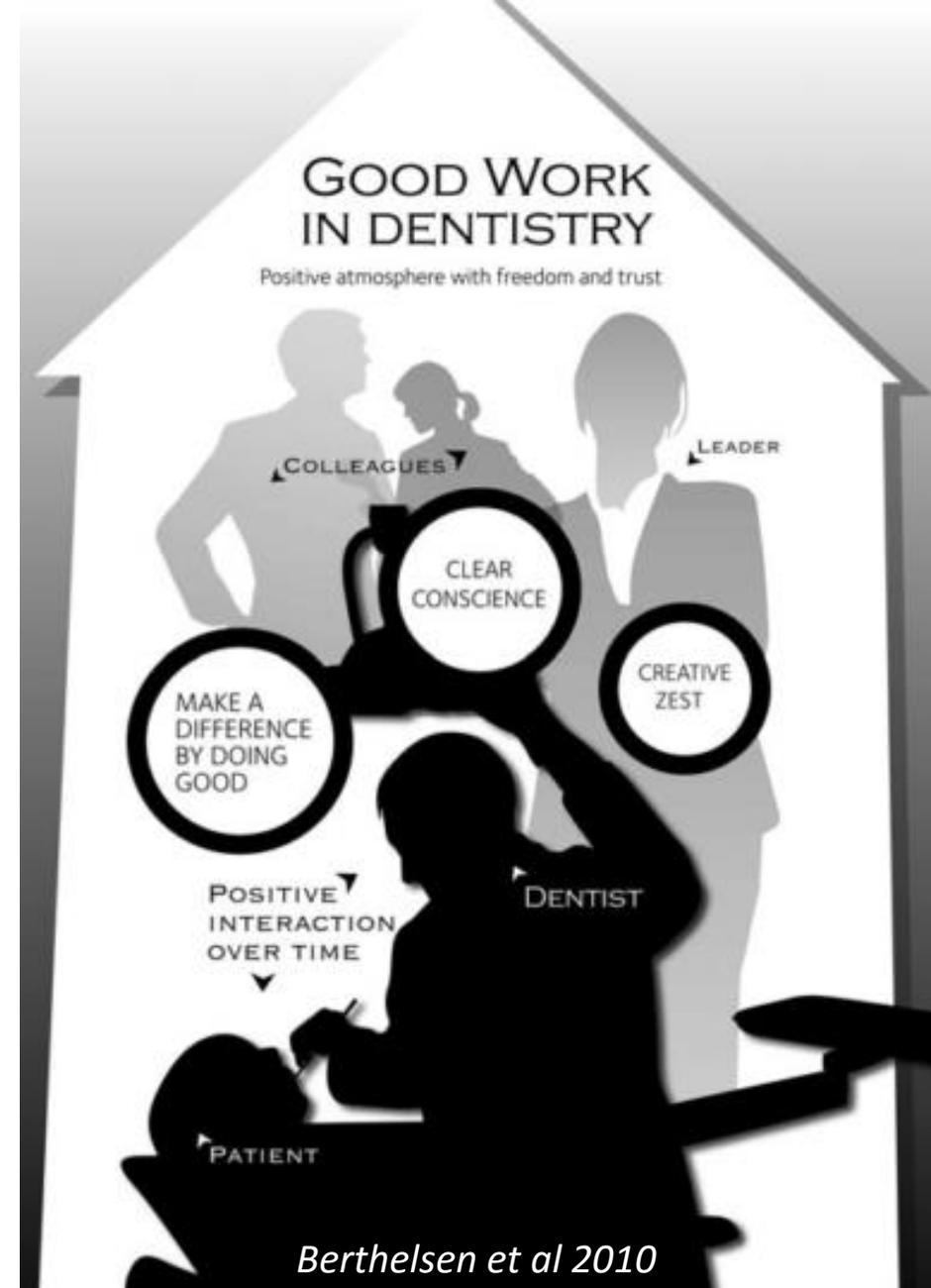


Good Work in dentistry

A positive atmosphere
with professional
freedom and trust



Quality in performed
services



Organizational Justice



Quality of care

Affective commitment



Organizational justice explained all variation in commitment to the workplace among clinics and most of the differences in how the staff of clinics assessed the care quality

Organisational justice at the clinic is strongly correlated to how the employees assess the care quality and how committed they are to the workplace

(Berthelsen, Conway, Clausen 2017)

What do we know from other parts of health care?

Strong evidence from health care shows that staffing and training issues are related to patient mortality and patient satisfaction

(Albertsen et al, 2015)

A research review in The Lancet goes as far as to suggest that doctors' well-being should be included as a quality indicator for hospital work

(Wallace, Lemaire, Ghali 2009)

Organizational climate is associated with how often staff provide diabetes patients with advice on weight, disease management and knowledge of the disease and glycemic self-control among diabetic patients

(Elovainio et al. 2013; Virtanen et al. 2012)



From a decayed tooth to filling to....



Excavation Preperation Matris Etc
Drying Priming Etc
procedure Etc
Building up in layers Polymerization Correction

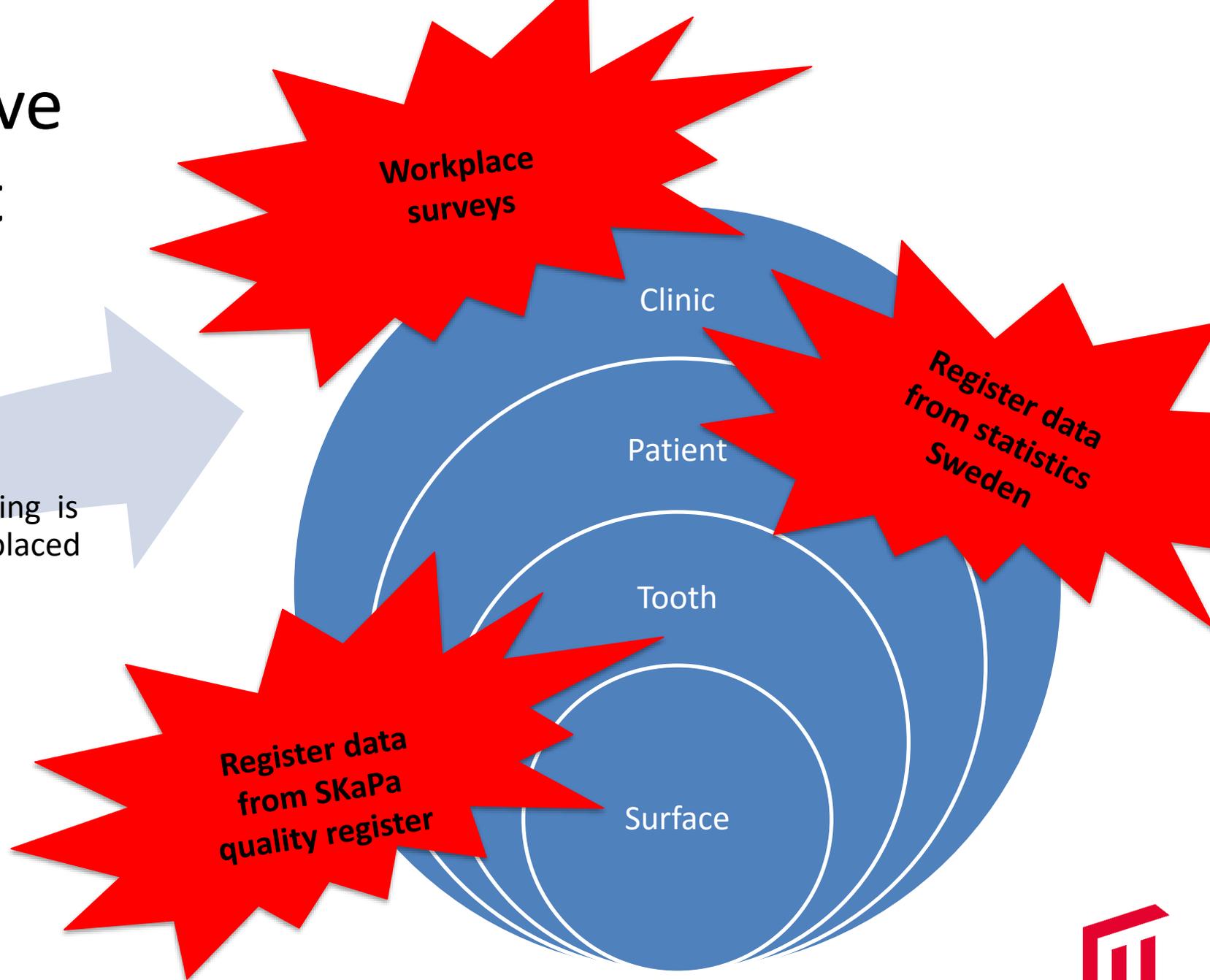
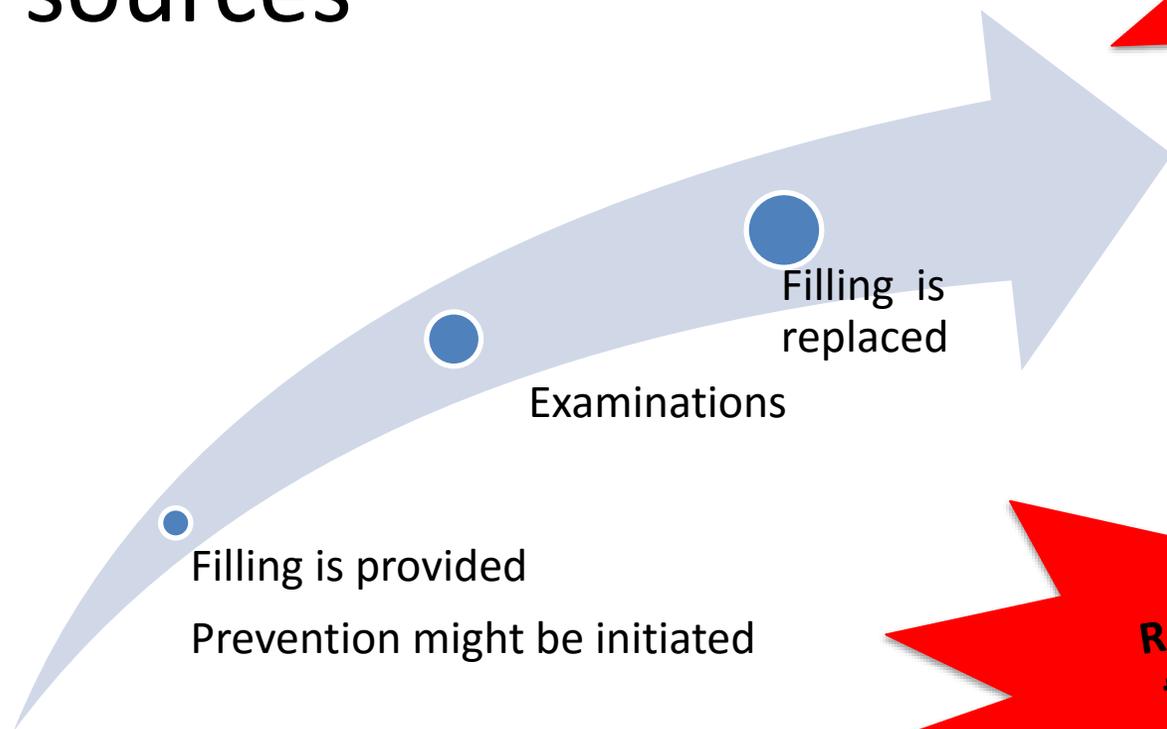


Prevention

Failure of treatment

Patient factors

Complex prospective data from different sources



Planned publications

Paper 2

Analyses the impact of the studied work climatic factors on longevity of composite fillings

Paper 3

Analyses the impact on delivery of causal preventive treatment in connection to restorative caries treatment



Paper 1

Investigates staff-assessed quality of care as a proxy for register-based indicators of care quality

Paper 4

An article in Swedish summarizing and highlighting the findings

Conclusions and implications

- Staff-assessed care quality as measured in the present study can be regarded as a valid quality indicator of the more objective measure of care quality based on register data
- Staff-assessed care quality is a cheap and easy measure to collect and follow continuously in dental practice, for example in connection with regular workplace surveys.
- Discussions on work conditions in relation to the core of the work facilitate organizational integration of processes for quality management with processes aiming at improvement of the work environment
- The COPSOQ III item on quality of work (middle long version) can be supplemented with additional items specifically aiming at human service work



COPSOQ



COPSOQ – en brygga mellan vetenskap och praktik i arbetsmiljöfrågor. En enkät som mäter den psykosociala arbetsmiljön och som vilar på en vetenskaplig grund.

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NYHETER



EN SYSTEMATISK FORSKNINGSÖVERSIKT OM ARBETSMILJÖ OCH SYMPTOM PÅ UTBRÄNDHET

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Vill du göra en elektronisk enkätundersökning av den organisatoriska och sociala arbetsmiljön tillsammans med oss? Tryck på knappen för att läsa mer!

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