



Copenhagen
Business School
HANDELSHØJSKOLEN

*Leadership, Organization
Development, and Culture.
Impact on Safety and
Quality – and back*

NSQH Workshop 2

March 7, 2012



The theme

- Quality and patient safety from an organizational perspective
- Debates often focus on the impact of organizational factors on quality
- We highlight 2 less-studied issues:
 - How are quality tools being created, organizationally?
 - What are the organizational consequences of implementing them?



Who are we?

- Morten Knudsen, associate professor, Center for Health Management at CBS
- Kirstine Zinck Pedersen, PhD fellow, Center for Health Management & DSI
- Peter Kjær, associate professor, Center for Health management



Program

- Introduction
- Organizing Quality – the Danish Healthcare Quality Program
- Organizational Consequences of Patient Safety Work
- Plenary Debate
- Conclusion