

Joint Event

30th International Conference on

Advanced Clinical Research and Clinical Trials

20th World Congress on

Healthcare & Technologies

August 08-09, 2024

Webinar

Mohammed Jamal AlKhalawi, J Health Med Informat 2024, Volume 15

The impact of the 'Joy at Work' model on quality management in healthcare hospitals: A case study of the royal commission health program in Yanbu

Mohammed Jamal AlKhalawi

Saudi Arabia

Statement of the Problem: Burnout among healthcare professionals is a critical issue that adversely affects the quality of care, employee satisfaction, and patient outcomes. The Royal Commission Health Program in Yanbu has identified burnout as a significant problem requiring intervention to enhance the overall quality management in healthcare services.

Purpose of the Study: This study aims to evaluate the impact of implementing the 'Joy at Work' model on the quality management of healthcare services at the Royal Commission Health Program in Yanbu. The objective is to determine whether this model can increase employee satisfaction and loyalty, thereby improving patient satisfaction and reducing healthcare-related errors.

Methodology and Theoretical Orientation: The 'Joy at Work' model, which consists of nine strategic steps, was introduced to address burnout and foster a more positive and productive work environment. The study employed a mixed-methods approach, combining quantitative surveys and qualitative interviews with healthcare staff before and after the implementation of the model. Key performance indicators (KPIs) such as employee satisfaction, patient satisfaction, and error rates in medical services were tracked and analyzed over a six-month period.

Findings: Preliminary findings indicate a notable increase in employee satisfaction and loyalty post-implementation. There was a significant reduction in healthcare-related errors and an improvement in patient satisfaction scores. The data suggests that fostering joy at work can lead to enhanced quality management in healthcare settings by creating a more supportive and engaging work environment.

Recommendations: Healthcare institutions should consider adopting the 'Joy at Work' model as a strategic approach to combat burnout and improve quality management. Further research is recommended to explore the long-term impacts and potential adaptations of the model in various healthcare contexts.

Biography

Mohammed Jamal AlKhalawi is a healthcare executive and speaker specializing in public health. His experience includes completing the separation and strategic plan for Madinah Regional Health Directorate and Madinah Health Cluster as well as completing many projects in transformation, Public Health, and the new Model of Care at the Vision Realization office and Madinah Health Directorate. He had established and operated hospitals and services, am an employee-centered leader, and led the winner team of the 3rd position in the Madinah Government performance award in 2021.

Received: July 16, 2024; **Accepted:** July 18, 2024; **Published:** August 24, 2024