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Poster Abstract

What's good for the hospital good for the patients? A balancing act between integrated care and organizational goals

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Abstract

Objectives: Epidemiological transition from acute to chronic degenerative diseases in Singapore requires different set of care that is preventive and well-coordinated to meet the changing needs. Attempts were made to develop integrated care with variable result possibly due to mismatch of organisational goals and health system needs. This study sought to study the progress of integrated care in Singapore and the dilemmas of developing integrated system that aligns with the organisational strategies and core principles of the healthcare organisation.

Methodology: Quantitative-qualitative descriptive design was adopted. Primary and secondary resources on integrated care programs in Singapore and strategic management models were collated and analyzed.

Result: Analysis suggests that attempts have been made to facilitate disparate healthcare entities and services. However healthcare stakeholders are still loosely affiliated without a common set of coordination practices. This maybe due to inherent difference in organizational goals, visions as a whole and operational issues of healthcare providers. The study also suggests that conglomerate with common goals that strategically align with all service providers interests could make sustainable impact for the population served.

Conclusion: To truly enhance integration, alignment of system performance and organisational visions need to be balanced. Organisational myopia may occur when managements overemphasize on certain areas while oversighting others, often at the expense of our patients.

Keywords:

integrated care, organisational goals
