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Leadership and Management Practices in Health Care Delivery

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Abstract
In recent years the perspective and training in the management of health care has changed dramatically. In many countries, due to instances of inefficiency in their health care delivery, healthcare providers are adopting transformational change not only in their leadership but also management practices which are crucial in overall organizational performance. The Institute of Medicine in US (IOM) in 2008 has defined quality of care as 'the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge. Providing high quality of health care delivery is important to the stakeholders. The delivery of health care must be managed in order to sustain the quality of care given to patients. Every care giver must be able to portray a “clinician role model”, be compassionate towards patients and take responsibility in the management of treatment. The primary goals of this paper are to present insights from the views of patients and doctors on the leadership and management practices in the health care delivery at the hospital wards. The data was explored from two tertiary hospitals in Malaysia. Qualitative field research that focused on triangulation methods was used in this study. Data collection strategies included in-depth interviews with patients and doctors, observation, field notes and records of episodes at research sites. Purposive sampling method based on patient’s medical condition was carefully considered in this research. The results show that hospitals have excellent training