

Summary

Purpose: The aim of this research is to explain the relationship between the concept of client healthcare and self managing work teams at Pameijer. The purpose of achieving this aim is to contribute to the improvement of healthcare services and to develop ideas to gain a higher level of quality within the branche.

Methods: In this research both quantitative and qualitative data are used. This method of scientific research is referred to as 'mixed methods'. The quantitative data obtained through surveys that have been handed out to the staff of the pilot team within the self control project at Pameijer. The questions are aimed at self managing work teams, staff outcomes (HR-outcomes) and client healthcare, all containing a number of characteristics. The surveys were analyzed using correlation and regression analysis. The qualitative data were obtained through analysis of policy documents of Pameijer, which relate to self managing work teams and client healthcare.

Results:The documents of Pameijer and the outcome of the surveys showed that there is a direct relationship between self managing work teams and client healthcare. In this context task-definition and task-variety are essential, but the scientific research can be also be linked at staff outcome (HR-outcome). Mutual trust and the intrinsic rewards are important predictors for client healthcare.

Conclusions and Recommendation: It is evident that in addition to the direct link between self managing work teams and client healthcare it is also a connection with mutual trust and intrinsic rewards of the employees within a self managing work team. This relation has not yet taken shape in the form of policy documents at Pameijer. Concluding, the recommendation to the organisation is to improve and facilitate mutual trust and intrinsic rewards of staff to gain the highest possible level of client healthcare service.