

**Circumstances of the decisions making processes
in Public Healthcare Institutions**

SUMMARY OF DOCTORAL THESIS

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Doctoral thesis indicates the complexity of economic and social processes occurring within organisations such as public healthcare institutions. The undertaken studies, which applied to decision making processes relating to the delivery of health services, aimed at identification of main factors which may influence the progress of these procedures as well as the decision makers acting in public healthcare institutions. An attempt has been made to identify both the factors which have an impact within the system, and occurring interactions with the environment in which healthcare organizations are functioning. The author indicates the essence and meaning of the participants namely stakeholders' impact on decision makers including persons managing public healthcare institutions.

The objective of this doctoral thesis was scientific, methodical and real attempt to address the issue which involves both the identification of the decision making process in public healthcare institutions as well as analysis of the behaviour of the decision makers managing healthcare institutions which are operating in the environment of market competition in the area defined as medical service market.

This doctoral thesis consists of four chapters, two of which include theoretical discourse (Chapter 2 and 3), methodical one (Chapter 1) as well as the chapter including the results of the research with the analysis (Chapter 4). The final part is the conclusion.

In the first chapter the methods of empirical research have been described. This chapter presents typology of empirical and diagnostic research allowing conscientious diagnosis of the factual condition, real characteristics and the principles of functioning .

Chapter 2 describes the essence and notion of the decision and the decision making processes. It examines the decision making process as well as the existing limitations

in the freedom of executing the decision making process. Psychological theory of decision implying the specifics of decision making processes in the healthcare institutions was presented.

Chapter 3 focuses on the key reasons influencing the decision making process. To this end, the analysis of healthcare was carried out as well as medical service market with market operators were described. This section also deals with stakeholders of the healthcare system. The impact of the economic balance on the scope of the activity with the barriers of the decision making process was indicated.

All of the contents described above were intended to enable the identification of the conditions of the decision making processes by means of the own research results, which was covered in the fourth chapter. Microsoft Office Excel programme and XLSTAT software were used for data analysis. In particular, the factors influencing the risk in decision making process and the impact of stakeholders on ongoing decisions in the organization that is healthcare institutions were evaluated. Barriers of the decision making processes were specified, pointing out the scope and the terms of the health service contract system by NFZ. The result of the gathered findings and presented conclusions pose the model course of the decision making process, which is a specific summary of the conducted research process.

In conclusion, the author of the thesis pointed out that the objective of the research was completed by the conducted analysis enabling verification of the theses included in the research and a posed hypothesis. Moreover, a research issue was identified, the entity and the subject of the research was specified.

The problem and the subject of the research acquired the condition of correctness which was reflected by the fact that formulated theses as specific questions, defined the course and the content of the research, which allowed proving the assumed theses.