Doctors’ Professional Satisfaction, Quality of Care, and the Governance of Health Care Organizations
Program of symposium in Oslo, Norway, June 2-3, 2014

DAY 1 – Chair Berit Bringedal and Karin Isaksson Rø

09:00 – 10:00 Registration -refreshments

10:00 – Opening addresses
Astrid Nøklebye Heiberg, State Secretary of the Ministry of Health and Care Services
Hege Gjessing, President of the Norwegian Medical Association

10:30 Setting the stage
Ruth McDonald: Doctors’ satisfaction – What do we know and how do we add to this knowledge?
Discussant: Karin Isaksson Rø
Plenary discussion on topics and issues from the presentations

11:40 Break

11:55 Root causes of professional (dis-)satisfaction
Jay Crosson and Lawrence P. Casalino: Root causes of doctors’ dissatisfaction in the US
Olaf Gjerløw Aasland: The work-home interface
Discussant: Reidar Tyssen

13:00 Lunch

14:00 Continuation: Root causes of professional (dis-)satisfaction
Robert Dingwall: Physician discontent and the changing context of professional work
Discussant: Mia von Knorring
Plenary discussion on topics and issues from the presentations

15:10 Break

15:25 Consequences for quality of care
Magne Nylenna: What is good quality of health care?
Lawrence P. Casalino and Jay Crosson: The relationship between doctors satisfaction and quality of care
Discussant: Jenny Firth-Cozens
Plenary discussion on topics and issues from the presentations

17:00 Closing, day 1

18:00 Mingling in the “Vinterhagen”

18:30 Dinner
DAY 2 – Chair Olaf Gjerløw Aasland

9:00 Institutional, financial, and organizational contributors
Donald Light: How systemic features contribute to satisfaction and quality
Mark Exworthy: The cage and the gaze: interpreting physician control in the English health system
Discussant: Evelien Tonkens
Discussant: Berit Bringedal
Plenary discussion on topics and issues from the presentations

10:50 Break

11:05 Implications for future research
Thomas Konrad: Measures, Methods, and Models of Physician Satisfaction: Challenges for Future Research
Peter Angerer: Physicians’ psychosocial work conditions and quality of care: Review of current findings and implications for future research
Discussant: Per Arne Tufte
Plenary discussion on topics and issues from the presentations

12:55 Closing, day 2

13:00 Lunch

***

The papers/comments will be published in the journal Professions and Professionalism.

Authors:

Peter Angerer, MD, PhD, Director of the Institute of Occupational and Social Medicine, University of Dusseldorf, Germany

Lawrence P. Casalino, MD, PhD, Livingston Farrand Professor of Public Health, and Chief of the Division of Health Policy and Economics, Department of Public Healthcare Policy and Research, Weill Cornell Medical College, USA

Jay Crosson, MD, Group Vice President of Physician Satisfaction and Care Delivery, American Medical Association (AMA), USA

Robert Dingwall, PhD, Consulting sociologist, Dingwall Enterprises Ltd., Nottingham, UK

Mark Exworthy, PhD, Professor of Health Policy & Management, Health Services Management Centre, University of Birmingham, UK

Thomas R. Konrad, PhD, Professor and Senior Fellow at the Cecil G. Sheps Center for Health Services Research, University of North Carolina at Chapel Hill, USA

Donald Light, PhD, Professor at Rowan University – SOM, New Jersey, Network Fellow at the Edmond J. Safra Center for Ethics, Harvard University, and Visiting Researcher, Princeton University, USA

Ruth McDonald, PhD, Professor of Governance and Public Management at the Warwick Business School, UK
Magne Nylenna, MD, PhD, Chief Executive of the Norwegian Knowledge Center for the Health Services, Oslo, Norway

Olaf Gjerløw Aasland, MD, MHA, Director of LEFO – Institute for Studies of the Medical Profession, Oslo and Professor at the Department for Health Management and Health Economics, University of Oslo, Norway

Discussants:

Berit Bringedal, PhD, Senior Researcher at LEFO – Institute for Studies of the Medical Profession, Oslo, Norway

Jenny Firth-Cozens, MSc, PhD, Visiting Professor at the Centre for Patient Safety and Service Quality, Division of Surgery and Cancer, Imperial College London, UK

Mia von Knorring, PhD, Researcher and Lecturer at Medical Management Centre – Department of learning, informatic, management and ethics, Karolinska Institute, Stockholm, Sweden

Karin Isaksson Rø, MD, PhD, Senior Researcher at LEFO – Institute for Studies of the Medical Profession, Oslo, Norway

Evelien Tonkens, PhD, Sociologist, Professor in Citizenship and the Humanisation of Institutions and Organisations at the University of Humanistic Studies, Utrecht, the Netherlands

Per Arne Tufte, MBA, PhD, Postdoctoral Fellow at Centre for the Study of Professions, Oslo and Akershus University College of Applied Sciences, Norway

Reidar Tyssen, MD, PhD, professor of Behavioural Sciences: Biopsychosocial research at the Department of Behavioural Sciences in Medicine, University of Oslo