



LEFO

Institute for Studies of
the Medical Profession

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 Gjerløy 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 Gjerl w 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:

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Discussants:

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

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