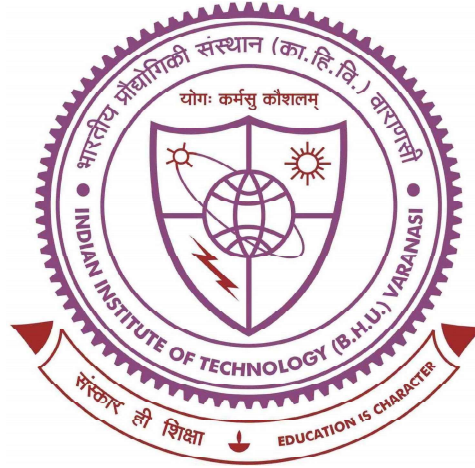


# **An Exploratory Study of Patient and Nursing Experiences in a Self-Managed Homecare Organization in Indian Context**



**The thesis submitted in partial fulfillment  
for the award of the degree**

**DOCTOR OF PHILOSOPHY**

**by**

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ROLL NUMBER: 19191004

YEAR OF SUBMISSION: 2024

## **Conclusion**

This research emphasizes the significance of leadership, adaptability, and cultural sensitivity in driving organizational excellence in the healthcare sector (Carroll & Edmondson, 2002). The experiences shared by management members underscore the need for continuous learning, strategic decision-making, and a forward-thinking approach to address the evolving needs of patients, caregivers, and the healthcare workforce. The narratives of management members in self-managed homecare organizations in India illuminate the complexities and considerations in transforming traditional healthcare structures towards more autonomous, patient-centered, and employee-empowered models. Their experiences testify to the transformative power of innovative leadership, collaborative teamwork, and a steadfast commitment to enhancing the healthcare experience for all stakeholders involved (Taylor, 2000).

The experiences and perspectives shared by management members running self-managed homecare organizations in India shed light on the intricate challenges and opportunities inherent in introducing and operating such innovative organizational structures within the Indian healthcare landscape. This research underscores the critical role of management members as major stakeholders in shaping the success and sustainability of self-management models in a context where traditional hierarchical structures prevail. The insights from management members highlight the importance of understanding and navigating the local policy frameworks, cultural nuances, and stakeholder conditioning that significantly influence the adoption and effectiveness of unconventional organizational models like self-management. Management members play a pivotal role in fostering a positive work environment that nurtures engagement, resilience, and excellence in healthcare delivery by recognizing the interconnectedness of organizational dynamics, employee well-being, and patient care quality (Biggio & Cortese, 2013).

This research highlights the transformative potential of self-managed homecare organizations (SMOs) in the Indian healthcare sector. The key findings underscore the crucial role of advanced critical thinking, creativity, and holistic care in enhancing nursing job satisfaction and patient outcomes. This research suggests that the SMOs provide a supportive framework that empowers nurses to deliver exceptional patient care by fostering an environment of autonomy, continuous learning, and meaningful relationships. Nurses find personal and collective significance in their

work through compassionate caregiving and critical thinking. This shared experience fosters a profound sense of purpose and fulfillment. Nurses at SMOs exhibit the ability of application of advanced critical thinking skills and a comprehensive homecare perspective, enhancing patient well-being and job satisfaction. Enhancing the nursing experience through job enrichment involves using Information and Communication Technology (ICT) solutions to manage administrative tasks, allowing nurses to focus more on patient care. Rotating team duties is also essential, enabling nurses to gain diverse experiences and develop broader skill sets. While, maintaining a small team size ensures personalized and attentive care, enhancing job satisfaction and communication among team members.

Regarding patient experience, the research further explores the holistic care paradigm in modern homecare. It reveals that trust and interpersonal bonds between nurses and patients lead to better patient experiences. Empowering trust and holistic care promotes overall well-being and enhances the quality of life for patients and their families. Empathy in homecare is critical, as it allows providers to identify and address invisible problems, enhancing patient care. Encouraging patient participation in decision-making fosters independence and improves patient outcomes.

The research also examines the experiences of management members running the given homecare SMO. Building a supportive workplace for employee well-being, engagement, and success is crucial. A trusting, collaborative, supportive work environment enhances job satisfaction and performance (Guinot et al., 2014). Empowerment through trust and a shared vision leads to increased motivation and productivity (Laschinger et al., 2001). Integrating traditional values with modern management practices fosters a sense of community and collective responsibility (D'Amato & Roome, 2009).

Effective communication and coordination are essential for the seamless operation of SMOs (Manz & Sims Jr, 1987). Proactive communication during emergencies ensures continuity of care, while structured communication channels and technology use enhance operational efficiency and support (World Health Organization, 2021). Promoting work-life balance and continuous training and development ensures caregivers remain competent and confident in their roles (Kim & Windsor, 2015). Organizational evolution and adaptation are critical as the continuous change and learning improve patient and nursing experiences (Notarnicola et al., 2024). This research suggests that strategic and operational adjustments maintain adaptability

and resilience keeping in view to balancing growth with a commitment to core principles ensuring sustainable development and continuous improvement in care quality (Tolf et al., 2015).

These findings provide valuable insights into the dynamics and challenges of implementing self-managed organizational structures in the Indian healthcare sector. By addressing cultural differences, promoting effective communication, and fostering a supportive workplace culture, SMOs can navigate challenges, leverage opportunities, and drive organizational success.

### **Recommendations**

Based on the research's findings, several recommendations emerge. Developing guidelines for implementing and supporting self-managed homecare organizations is crucial to ensure effective operation and sustainability. Clear guidelines can standardize practices and ensure that SMOs operate efficiently and effectively. Designing training modules that focus on critical thinking, empathy, and holistic care can improve nursing practices and patient outcomes. Training emphasizing these aspects can prepare nurses to provide high-quality, compassionate care. Fostering a culture of autonomy and innovation within nursing teams can encourage creative solutions and enhance job satisfaction. Autonomy empowers nurses to take initiative and make decisions that benefit patient care, while a culture of innovation encourages continuous improvement. Implementing strategies to build trust and empathy in patient care is essential for improving patient experiences and outcomes. Trust and empathy are foundational to effective patient-nurse relationships, improving patient satisfaction and health outcomes.