

Improving hospital performance: culture change is not the answer.

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Leggat SG, Dwyer J. Improving hospital performance: culture change is not the answer. *Healthc Q.* 2005;8(2):60-6.

<https://psnet.ahrq.gov/issue/improving-hospital-performance-culture-change-not-answer>

The authors suggest that people management qualities such as teamwork development, performance management, and training should be the primary emphasis during culture change initiatives within hospitals. They argue that better people management leads to, rather than results from, an improved organizational culture.