

For Immediate Release

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Angermeier, Dunford, Boss and Boss to Receive ACHE's Hayhow Award

CHICAGO, February 3, 2010—Ingo Angermeier, DPA, FACHE, Benjamin B. Dunford, PhD, Alan D. Boss and R. Wayne Boss, PhD, are the winners of the American College of Healthcare Executives 2010 Edgar C. Hayhow Award for their article “The Impact of Participative Management Perceptions on Customer Service, Medical Errors, Burnout, and Turnover Intentions.” The article appeared in the March/April 2009 issue of the *Journal of Healthcare Management*.

The award will be presented on March 24, 2010, at the Wednesday morning Hot Topic Session #2 during the American College of Healthcare Executives' 53rd Congress on Healthcare Leadership in Chicago.

ACHE grants the Hayhow Award annually to the author(s) of an article judged the best from among those published in the *Journal of Healthcare Management*, ACHE's official journal. Named in honor of ACHE's 14th Chairman, the Edgar C. Hayhow Award recognizes outstanding contributions to healthcare management literature. The article was selected by ACHE's Article of the Year Awards Committee.

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In their article, the authors present findings from their study on participative management and its impact on four employee-level outcomes: customer service, medical errors, burnout and turnover intentions. The study found that employees in highly participative work climates, compared with those in authoritarian climates, provided 14 percent better customer service, committed 26 percent fewer clinical errors, demonstrated 79 percent lower burnout and reported 61 percent lower likelihood of leaving the organization. These results can be used by healthcare leaders to develop personnel management strategies for improving patient care and organizational effectiveness.

Angermeier is president and CEO of Spartanburg (S.C.) Regional Healthcare System; Dunford is assistant professor of management, Krannert School of Management, Purdue University, West Lafayette, Ind.; Alan Boss is a PhD student, Robert Smith School of Business, University of Maryland, College Park; and Wayne Boss is professor of management, Leeds School of Business, University of Colorado at Boulder.

Other Recommended Reading

The Article of the Year Awards Committee recommends two additional articles: "Organizational Structure for Addressing the Attributes of the Ideal Healthcare Delivery System," by Mark E. Cowen, Lakshmi K. Halasyamani, Daniel McMurtrie, Denise Hoffman, Theodore Polley and Jeffrey A. Alexander, from the November/December 2008 issue of the *Journal of Healthcare Management*, and "The Early Indicators of Financial Failure: A Study of Bankrupt and Solvent Health Systems," by Joseph S. Coyne and Sher H. Singh, from the September/October 2008 issue of the *Journal of Healthcare Management*.

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American College of Healthcare Executives

The American College of Healthcare Executives is an international professional society of more than 30,000 healthcare executives who lead hospitals, healthcare systems and other healthcare organizations. ACHE is known for its prestigious FACHE® credential, signifying board certification in healthcare management, and its educational programs including the annual Congress on Healthcare Leadership, which draws more than 4,000 participants each year. ACHE's established network of more than 80 chapters provides access to networking, education and career development at the local level. In addition, ACHE is known for its magazine, *Healthcare Executive*, and its journals, the *Journal of Healthcare Management* and *Frontiers of Health Services Management*, as well as groundbreaking research, career development and public policy programs. ACHE's publishing division, Health Administration Press, is one of the largest publishers of books and journals on all aspects of health services management including textbooks for use in college and university courses. Through such efforts, ACHE works toward its goal of being the premier professional society for healthcare executives dedicated to improving healthcare delivery.

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