

EXPECTATIONS OF EMPLOYEES, STATE-LEVEL PARTNERS, AND HOSPITAL MANAGEMENT REGARDING THE ESTABLISHMENT OF THE NEW REHABILITATION DEPARTMENT IN SOROKA UNIVERSITY MEDICAL CENTER

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Introduction

There is a dearth of empirical research on the establishment of rehabilitation departments in general hospitals. Determined to minimize inequalities in access to rehabilitation services, Soroka University Medical Center in Beer Sheva, Israel, established a rehabilitation department. Soroka is the only major hospital in Southern Israel, consistently providing health care to more than one million people.

Purpose

The aims of the study were to identify and explore the perceptions and expectations of stakeholders involved in the establishment of the rehabilitation department in Soroka University Medical Center.

Method

During the establishment of the rehabilitation department in Soroka University Medical Center, we conducted two rounds of qualitative interviews (N=22) with rehabilitation department clinicians, hospital management, and state-level stakeholders. Data collected was transcribed verbatim and analyzed using grounded theory.

Results

We found resemblances between the perceptions and expectations of hospital staff and managers in relation to the rehabilitation department development. All three groups of stakeholders related to three fundamental issues in the establishment and functioning of the rehabilitation department: family as a full partner in the rehabilitation process, multidisciplinary teamwork, and continuity of care before, during, and after hospitalization. These categories were found in both interviews rounds.

Conclusions

This study sheds light on fundamental issues worth considering when setting up a new rehabilitation department, and rehabilitation as a discipline in a general hospital. Stakeholder collaboration and staff motivation significantly improves the implementation process.