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PIBIC Last Name - Burmester First Name - Haino Middle -

Service (sector) Cataract - OPHTHALMOLOGY PRACTICES N° CEP

### **EVALUATING THE IMPACT OF A MANAGEMENT MODEL IN ONE OPHTHALMOLOGY CLINIC**

Haino Burmester

**PURPOSE:-** to study the impact of a management model applied to the INCAT

**METHODS:-** the model applied was developed in Brazil by the National Quality Award Foundation; it comprises seven different variables: leadership; planning; marketing; information systems; human resources management; process management; and results of the organization. A questionnaire will be applied to the workers of the Institute, trying to evaluate how the model contributes for the institutionalization process in the Institute.

**RESULTS:-** results will be presented during the research day.

**CONCLUSION:-** after a year implementing the strategic plan of the organization, it is supposed that the model is disseminated and understood all through the clinic. The questionnaire will evaluate the degree the model is shaping the organization and helping the institutionalization process to occur.