

☐ R1 ☐ R2 ☐ R3 ☒ PG0 ☐ PG1 ☐ Estagiário ☐ Tecnólogo ☐
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Service (sector) Administration - Ciências da Visão

Abstract Legitimation of an ophthalmology clinic by institutionalizing its management model

Purpose: to analyze the effects of a management model to the institutionalization and legitimating processes in an ophthalmology clinic.

Method: inductive qualitative research, using the management model brought to Brazil, by the National Quality Award Foundation, adapted to the health sector as the National Health Management Award and applied to the Cataract Institute of the São Paulo Federal University Ophthalmology Department.

Result: there was no statistically significant difference when comparing data from the Cataract Institute and similar control organizations; there were differences when the organizations had different degrees of involvement with the model. Different group of workers within the Cataract Institute, showed no differences in assimilating the model. **Conclusion:** implementing a management model to strengthening the managerial processes in an ophthalmology clinic is possible and desirable. A tool that proved to be appropriated assessed the acceptance of the model by the workers. The Cataract Institute legitimating process, benefited from the adoption of the management model.