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Management Performance of Two Eye Banks Regarding Prêmio Nacional de Gestão em Saúde (PNGS) Criteria.

AUTHORS: Christiana R Hilgert, Alvaro H Hilgert, Marinho J Scarpi, Haino Burmester, Elcio H Sato **PURPOSE:** To analyse the management of two eye banks with distinct results regarding number of donations using Prêmio Nacional Gestão em Saúde (PNGS) criteria for performance excellence. **SETTING:** Santa Casa de Campo Grande Eye Bank – Campo Grande –MS- Brazil Sorocaba Eye Bank – Sorocaba – SP – Brazil **METHODS:** All the personnel of the two eye banks were submitted to an interview using the 'Are we making progress?' questionnaire from Malcolm Baldrige Quality Program. The questionnaire items are organized by the seven criteria categories, as the PNGS's (Leadership - 07 questions/ Strategic Planning - 03 questions /Customer and Market Focus - 05 questions / Measurement, Analysis and Knowledge Management - 06 questions/ Human Resource Focus - 6 questions / Process Management - 04 questions/ Bussiness Results - 09 questions). For all questions the interviewed could: strongly agree / strongly disagree / neither agree or disagree/ agree/ disagree. The findings were studied upon Fischers' Exact Test and Non Parametric U Test (Mann-Whitney) to compare the medium scores, since the samples were too small. The significance level used was 5 %. **RESULTS:** 21 employees from Sorocaba Eye Bank and 08 from Santa Casa de Campo Grande Eye Bank were submitted to the questionnaire. The Non Parametric U Test (Mann-Whitney) showed a higher level of agreement to the questionnaire proposals from Sorocaba Eye Bank than the ones from Santa Casa Eye Bank in 6 out from the 7 items studied (Leadership, Strategic Planning, Costumer and Market Focus, Human Resource Focus, Process Management, Bussiness Results). There wasn't any statistically significant difference related to the criteria Measurement, Analysis and Knowledge Management. The highest difference on the concordance level between the two organizations was related to Process Management ($p < 0.001$). **CONCLUSIONS –** The Sorocaba Eye Bank management performance has distinct and statistically significant aspects compared to Santa Casa Eye Bank, shown on 6 out of 7 criteria studied by the questionnaire used. These data showed that the Sorocaba Eye Bank performance management is closer to internationally accepted concepts of performance excellence, based on both PNGS Criteria and Malcolm Baldrige Quality Program, than Santa Casa de Campo Grande Eye Bank.