



improving health care
delivery organizations

ACIBADEM HEALTHCARE GROUP Istanbul, Turkey

Project scope: Acibadem Healthcare Group, based in Istanbul, is a private hospital group focused on enhancing quality of service and professional development across a rapidly growing regional network. Acibadem's rapid growth has challenged them to develop strategies around organization and staff development, clinical programming, and quality and performance improvement. As the network has grown to include nearly a dozen hospitals, it has become critical to determine how best to implement system-wide processes in several areas. Acibadem began a collaboration with PHMI in 2003.

Collaboration with PHMI: PHMI's work with Acibadem has focused on the development of development of numerous high-quality programs across multiple areas of hospital operations, organizational development and education, and clinical staff development. These programs have been attended by more than 2,000 health care professionals at Acibadem. One of the collaboration's most notable accomplishments has been the impact of a nursing leadership program co-developed by PHMI, Acibadem, and faculty from Beth Israel Deaconess Medical Center in Boston. This intensive workshop series has enabled Acibadem to enhance nursing professional practice and human resources management, thereby helping the network address the need to recruit and retain qualified nursing staff.



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