“A Model For the Role of Trust in Firm Level Performance: The Case of Family Businesses”
Matt Allen – Entrepreneurship

Based on theories of trust, we explore the process through which trust within family firm leadership contributes to firm level performance. Specifically, we develop a model describing the underlying process through which trust influences commitment and in turn organizational level performance. The effect of trust on the performance of family businesses is further understood by addressing the role of family member status and generation in moderating the relationship between trust and behaviors of top managers. We test this model using longitudinal responses from top managers in family businesses. Results indicate that the effect of trust on firm level performance takes place through commitment with family member status moderating the relationship. Implications and future research directions are discussed.

Wiljeana Glover-TOIM

Common comorbidities among diabetic patients make care coordination difficult but often necessary. In this study, I examined the effectiveness of a patient navigator program (PNP) for the care of high risk patients with diabetes in the outpatient clinic of an urban safety net hospital. Using a pre-/post-research design with 221 participants navigated over a period of 6 to 12 months, the program resulted in statistically significant reductions in the mean A1C by 0.6%, inpatient (IP) visits by 49%, and number of emergency department (ED) visits by 33%. Increased case complexity of the subjects strengthened the relationship between patient-to-navigator interaction time and the decrease in ED visits. These results suggest that future patient navigator programs focus on increasing patient-to-navigator time, particularly for more complex cases.

We look forward to your participation. Refreshments will be provided by the BFRF. Pick up your lunch in Olin Pandini's (before noon), sign the Chat list at the checkout, and join your colleagues in the Needham Room. For additional information, contact Sandra Castaldini, x5339.

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Tuesday, March 31