

Trust Repair for Healthcare Management: In Case of Taking the Wrong Vaccine

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Abstract

With the rise of the COVID-19 epidemic, to effectively curb the spread of COVID-19, the Taiwanese government has put forward relevant policies. It also led to the subsequent vaccine chaos when the vaccine was administered, which also included medical disputes in administering the vaccine. This study uses a questionnaire survey to distribute empirical samples to the community to increase the generalization of the theory. A total of 273 copies were recovered. The results confirmed our hypothesis: third-party mediation has a positive and significant impact on positive emotions, hospital compensation has a positive and significant impact on positive emotions, and positive emotions also have a positive effect on trust repair. Therefore, improving positive emotions and restoring trust in relevant institutions can be critical in medical dispute prevention.

Keywords: Medical dispute, Third parties, Trust repair, Positive emotions, Trust