

# Memorandum



MEMORANDUM Policy Change Memorandum from the Director of Nursing  
MEMO Hospital Administrator (Admin) The Director of Nursing RE: Policy  
Change Recommendations for Change to Improve the Facility Dear Admin,  
Herein it will be attempted to address—for the purpose of policy change  
recommendations to improve our current hospital facility—the following  
elements: 1) a description of the policy change; 2) how the change will be  
implemented; and 3) hurdles that may need to be overcome. The  
background is as follows. The outpatient procedures facility in a hospital is  
one of the busiest areas of the hospital. According to Miller and Swensson  
(2002), “ Today, in many hospitals, outpatient surgery makes up 75 to 80  
percent of the surgery load. ... Many of these kinds of procedures can be  
done in ambulatory facilities entirely separate from the surgical  
department...” (pp. 160). Many of the procedures that are done with the help  
of the adjoining outpatient procedures facility are minor procedures—and  
surgeries can range anywhere from patients having pacemaker batteries  
replaced to removal of skin cancers and other minor surgeries. Usually, the  
outpatient procedures facility is much like an office, where family members  
can wait while their loved one is getting a medical procedure performed. The  
policy change itself would involve updating the computer systems in our  
particular hospital so that patient records are no longer kept on an MS-DOS  
system. DOS is a computer operating system that is very outdated, and the  
hospital would like to incorporate a Windows operating system into the  
current manner of functioning with regard to how it is going to continue on in  
the future. Because the outpatient procedures facility is so overwhelmed  
with work on a daily basis—and since computers are used daily—it is hoped  
that the switchover to the new computer system could be done sometime

overnight when there are no patients scheduled to come in. The implementation of the policy change regarding the computer system would include the facilitation of computer training for all outpatient procedure staff. This would be a course that would be month-long in trying to get the staff to utilize the new Windows operating system for the computer system. They would have to be trained in how to use Microsoft Office and any other pertinent software, such as perhaps TimeSlips and Quicken. Hurdles that might need to be overcome include getting the people working the office to not just get acquainted with the new software but to feel comfortable using it, since this is going to completely replace the DOS system. Additional hurdles might include such difficulties as the staff having questions that might be hard to answer or actions that must be learned and taught by sight and by doing—because so many Windows applications need to be learned firsthand instead of having someone tell one to do something. It's much easier to show someone. Therefore, clear visual instructions should take precedence over verbal directions. These are the recommendations that are being made for the implementation and execution of the new Windows software to replace the DOS-based system in the outpatient procedures office. Thank you for your time and have a great day. Sincerely, The Director of Nursing

REFERENCES Miller, R. L. & Swensson, E. S. (2002). Hospital and health care facility design. US: W. W. Norton & Company.