

Knowledge and the flow of information

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HIM 412 Case Study-Week Three

Basing on the case study that was done 3 months ago at a Community Hospital that opened an urgent care centre, a teething problem has aroused. This has somehow affected the over all on going of procedures in the centre. Hence, solutions should be identified, selected and implemented (Dretske, 2001). This will mean using a systematic approach, which means identifying, and removing any route cause of the problem rather than merely treating the symptoms. Below are a number of steps that can be applied in preparing to assist in solving the problem.

1. Define the real problem, after awareness of the symptoms

The problem at hand happens to be time management. This has led to lack of timeliness in carrying out transactions. This is as evidenced by symptoms such as, delay in faxing in a timely manner.

2. Set criteria for making the decision while analyzing available information

As said before, a systematic approach is essential. Grounding with the available information about the process procedure at the Urgent Care Centre, below are steps that would be used to set criteria for decision making.

- a) Understand the need to change
- b) Understand your process
- c) Identify unnecessary process steps and large amounts of wasted time
- d) Understand the sources of waste
- e) Change the process
- f) Review changes

3. Generate relevant alternative solutions to the problem

There are other ways of generating a solution. Basing on the problem at <https://assignbuster.com/knowledge-the-flow-of-information/>

hand, two other alternatives include:

- a) Introducing a time based mapping process in the centre
- b) Increasing the number of workers at the centre in relation to demand

4. Analyze and evaluate these alternatives

A time based mapping involves a number of stages. These stages are:

- a) Create a task force
- b) Select the process to map
- c) Collect data
- d) Flowchart the process
- e) Distinguish between value adding and non value adding time
- f) Construct the time based process map
- g) Solution generation

Increasing the number of workers might ease the processing of the activities, but this is a challenge because there is hiring freeze at the centre.

5. Select the best alternative for a solution

The very first given alternative is the most effective. This is because it will present visibility of the processes within the centre. It is clear that with the use of this method key activities and sub-processes that can consume a lot of time, and generate many inefficiencies, will be revealed, thus enabling problem solving and improvement of supply chain (Drucker, 2005).

6. Implement the chosen alternative.

Following the steps given above, the approach should be implemented.

Application of solutions should be done vigorously, going for easy ones that deliver early results. This is in order to give everyone confidence that what is being done is right. Even after implementing this method, there is also need to check on the level of technology. Grounding on the information given after

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the case study, the center need to use a more effective and efficient mode of communication. Internet should be applied. Use of fax is much far slower compared to use of the internet (Mehra, 2006).

7. Monitor and evaluate the decision's effectiveness.

A review of changes should be done to see if the changes have made you more responsive. It is optimistic that with the use of the first method, the changes will give a solution to the problem. If successful then another goal should be built for more success (Lai & Cheng, 2009).

References

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Lai, K., & Cheng, T. C. (2009). Just-in-time logistics. Farnham, England: Gower.

Mehra, A. (1986). Free flow of information: a new paradigm. New York: Greenwood Press.