

The importance of accountability paper



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The Importance of Accountability PaperWeek Four Individual

AssignmentHCS/475Robin BrunetteFebruary 17, 2013 Accountability is

important in every type of industry but for the health care industry it is very important.

Someone is accountable for everything that occurs in each health care organization. Accountability is accepting ownership for everything that happens, whether it is good or bad. When employees have a high level of accountability fewer mistakes and the resources used by the organization will not be abused.

The quality of care will also improve. When a surgeon does an excellent job, and saves a life, they are accountable. If a nurse administers too much medication to a patient and the patient has a severe reaction the nurse is accountable. Another example would be when a patient's insurance is charged for services not provided the employee who made the mistake is accountable. For every action there is a consequence. Some consequences may be good and others may be bad, but everyone needs to be accountable for his or her actions. Employees need to be accountable for their actions and to ensure the employees are accountable the management needs to measure their accountability.

There are several ways this can happen. One way to measure employee accountability is to use performance management systems. By conducting performance reviews at set times is a good way to see how the employee is doing. These reviews can have certain goals the management wants the employee to achieve. A performance review can tell the management the

areas the employee is thriving in and which areas he or she is struggling with.

An employee who values his or her job performance and wishes to succeed will use these reviews as a way to improve in areas he or she is not scoring high in. The management can also offer the employee feedback and help him or her find ways to improve. This would be a successful situation for management and the employee because management can assist the employee in becoming a better employee, and it can help the employee know what he or she needs to improve. Keeping employees engaged in their work is another way to measure accountability in their job performance. When management assigns a certain job or task to their employees, they need to make sure that the employee understands what exactly needs to be done. Also keeping an employee engaged in his or her job performance helps his or her performance standards increase. A third way management can measure employee accountability is for supervisors and managers to give feedback on a regular basis to his or her employees.

When an employee is not doing something correctly instead of yelling or reprimanding the employee management needs to explain what he or she is doing wrong and help him or her find the correct way. Employees who know their supervisors or managers are watching and are available will work harder to improve themselves because they know that they will be accountable. Holding the employee accountable is a good way of measuring employee performance. Managers and supervisors who do not hold their employees accountable are not going to have employees who engage in their job. The management of a health care organization needs to be

accountable for all their actions. This includes any decisions made by a leaders and managers of the organization. Many times management will encounter ethical considerations they must make.

The management will be held accountable for the decision they choose. When a leader or manager has to make an ethical decision, they need to weigh the pros and cons carefully before making his or her decision. Looking at what the possible outcomes of the decision is important, this way they know what can happen as a result of the decision. When a leader or manager carefully addresses the situation, they are being accountable because they know if they make the wrong choice they are going to be accountable. Using a checks-and-balances system in a health care organization is a good way to ensure the success of the organization. Checks-and-balances help keep the employees and management honest.

It also ensures accuracy in the organization. For example in a health care organization patients are billed for services performed. By using a checks and balances system there is more than one person who verifies the services performed. This way the doctor who sees the patient cannot bill for services not performed. The nurses and their aids can verify the services performed. This helps keep the patients records accurate. Medical records and bills are not done by one person; several people are part of the process. This helps keep all records accurate and honest.

Using a good checks-and-balances system keeps the organization honest and accurate therefore this keeps the organization successful. Accountability affects the organizations working culture by improving it. Employees who

work in a positive environment and are engaged in their jobs will be happier and want to do the best job they possibly can.

An organization with a management who has high morale will reflect on the employees so they will strive to have high morale. The actions of the management reflect upon the employees. If the organization has managers and supervisors who do not have good work ethics and who have low morale is likely to have employees who do not work hard. This organization is not going to succeed. Ways an organization can create a good working culture with accountability is to hire only those who appear to be serious and who have a good attitude. In a health care organization management would want employees who are there because they care about their patients. Employees who only work to get a paycheck are not going to work hard at their job.

Being honest with the employees is another way to create a good working culture. Employees who know their supervisor or manager has lied to them are not going to trust him or her, and it will show in his or her job performance. Creating a code of conduct is another good way to create a good working culture in an organization. The code of conduct lets the employees know what is expected of them and what is not. This gives the employees an idea of what they can and cannot do when employed for the organization. For employees who work hard and who are dedicated there should be some kind of incentive program to recognize them for their hard work. Employees who know their hard work and dedication is recognized are more likely to work harder.

For an organization to have accountability and a good working culture the management needs to take lead. The managers and supervisors need to prove to their employees that they have a high morale and good work ethics. They also need to be honest from the beginning. Employees who value and care about their job will see the management also valuing and caring so they will likely follow. In order for a health care organization to be a success, they need to have management and employees who value and care about their organization. Reference: Sullivan, E.

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