

Performance management and awareness



**ASSIGN
BUSTER**

Performance Awareness Performance Awareness is quantitative and qualitative measure to identify and rectify the areas for improvement. The medical centre is an institution which is dedicated to the noble cause, and offers qualitative standards of health care service. The concept of Performance Awareness is therefore crucial, and shall be applied in an appropriate manner to retrieve desired results. The launch of Performance Management System is qualitative approach to address the weaknesses and refine the strengths of the team. The medical centre is committed to establish programs for the better health, but the implementation of Performance Awareness Program shall successfully motivate the team to inspire and perform to achieve world class stature.

Geisinger Medical Centre has adopted straight policy to promote the concept of performance evaluation. The scope of this project includes the administrative services, and healthcare facilities; these healthcare services include diagnostics, medical tests and laboratory services. The medical staff inclusive of doctors and paramedics shall essentially focus upon improvement of their performance by encouraging team work. The important management tool of delegation of responsibility shall be necessarily applied in Geisinger; the application of this tool will successfully organise the jobs. It is important for the team to perform SMART WORK, the patients / customers are more interested in receiving quick and proper services; a directional approach shall be adapted to improvement the overall performance of the team. The performance awareness campaign shall be launched, and brainstorming sessions shall be conducted to include the feedback of the team members. The awareness of such campaign needs to be taken seriously by the team, and this can be only achieved if the performance

evaluation criterion is incorporated in the job appraisal cycle of the employees.

Improvement Process

The performance improvement is identical to the process improvement. The entire process in actual is team driven; therefore the performance of the team eventually determines the effectiveness of the process. The improvement in the process conditions and pattern is essential, and modifications shall be introduced to support and favour the team. The Six Sigma Methodical Approach is recommended to bridge gaps in the overall process. The gaps and defects in the overall process shall be identified. A quantitative approach shall be declared to identify the crucial defects, and their overall impact upon the process shall be estimated. It is then recommended to pursue phase of analysis, in which administrative, and process related issues shall be separately listed. The variables shall be identified, and the factors resulting into the declination of the process efficiency shall be classified into crucial and contributing factors. The ideal approach shall be to tap these factors according to nature of priority. The improvement in the process can then be achieved by making the overall process error-free.

The improvement in the overall process can be achieved by segregating the delays factors. These factors shall be either eliminated, or their net effect on the entire process shall be minimised so as to optimise the entire process of health care management and services.

References

1. Official Website of Geisinger Medical Institute. www.geisinger.edu