

Achieving service
excellence(strategies
for healthcare) by
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rober...



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Create and define a management performance plan, linking action plans to issues of motivation, empowerment, training, and co production with patients and families.

For the success of any institution it is imperative that it has a capable management. At Core Medicos we have implemented a well planned management performance plan which not only ensures streamlined functioning of the management at all levels, but also ensures a well coordinated command chain that flows down to the lower levels.

Our plan imbibes complete transparency in all the institute related matters and encourages employee response and opinion on the same. For important decisions which pertain to the employees of Core Medicos we conduct polls and take into consideration what are the demands of the staff members regarding the same. The efforts that we put towards betterment of our employees are reflected in the sincere efforts of our staff towards our customers.

Health sector is primarily a service oriented sector and hence it is imperative for the people in this industry to have a flexible mindset which is well trained for selfless servicing. At Core Medicos we follow an internal empowerment policy under which special measures are taken for upliftment of our employees in all regards. Our staff is our strength and our success is much dependent on the way they execute their responsibilities. We understand that it is through them that we can achieve what we want to achieve and hence we pay uncompromising attention to their betterment. Through our staff oriented policies we are able to achieve customer satisfaction via the satisfaction of our employees.

| Create and define an employee hiring/training/retention plan, linking action
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plans to issues of motivation, empowerment, training, and co production with patients and families.

Services in health sector require immense focus and expertise as it is literally a matter of life and death. As a responsible institution Core Medicos we pay uncompromising attention while recruiting employees and during their training. Our competent HR department follows a comprehensive recruitment policy. All the candidates are first short listed on the basis of their academic and medical qualification. Apart from a testing written examination, an exhaustive practical test is also held to test their operational skill. Candidates who not only qualify our examinations but also fit within our professional values are then recruited.

Apart from appropriate compensation, we also encourage interested candidates to pursue further medical courses on company's funding. Their growth as an individual forms the basis of our growth as an organization, and hence we do not hesitate to invest in their development, be it financial, social or academics.

Apart from various motivational initiatives within the organization we also develop residential communities for our employees which also have appropriate academic and other necessary facilities.

We aim for complete growth, we aim to see our employees as happy individuals and their families as happy families and hence all our policies and strategies are directed towards their development all regards.

At Core Medicos we have a vision on bringing together the best of human resources to set an unprecedented example in medical services. Our management and HR policies are directed towards realizing this vision.

We pursue a two phase service strategy, the first phase of which is purely <https://assignbuster.com/achieving-service-excellencestrategies-for-healthcare-by-myron-d-fottler-robert-c-ford-cherrill-p-heaton/>

dedicated to internal services. As a corporate health organization we make it a point to imbibe the corporate culture in our internal functioning as well. As a health organization it is imperative for us to maintain a positive work environment and prepare our staff to work with complete compassion even in testing circumstances.

All our efforts have one common goal, ' customer satisfaction' and our staff is conditioned to achieve this. Our customer service oriented approach gives us an edge over the others as it not only helps us in understanding what customer's needs are, but also in meeting these needs expeditiously.

Our positive work environment, humanitarian policies and a professional yet compassionate approach towards health services has made us a complete health organization in all aspects.