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Introduction

Summary

The rural ambulatory health care clinic in Northern Wisconsin has undergone transformation with respect to all its departments as well improvement in provision of healthcare services to the public. This clinic has undergone changes in the staff and personnel department in that the employees are trained such that they can perform duties in all departments of the clinic and work can be balanced since all the workers are well equipped. The clinic management have also transformed in that the board of directors now consists of professionals with previous experience in managing the health care units for provision of quality services to the community as well as guaranteeing quality healthcare life in the region (Hickey, 2012 pg 24). The clinic has o transformed with regard to sped of processing its transactions and the daily operational activities. The adoption of electronic systems in its offices has enabled quick and efficient processing of transactions of the clinic. This have also enabled easier storage and presentation as well as analysis of health records which are useful in making decisions in future regarding the changes or adjustments that should be made to the clinic operations and activities.

The clinic has also acquired more qualified staff that will enable the clinic to improve the provision of the clinical services to the community. The increased manpower will facilitate faster service delivery as well as provision of free guidance and counseling sessions to the oppressed people as well as to the children who needs psychological counseling depending on the circumstances and emotional challenges which face them. This extension of

services to the communities without payment have enabled the community to take advantage of the social responsibility provided by this healthcare clinic (Hickey, 2012 pg 18).

The clinic has also increased the number of ambulances in operation in order to serve a larger segment of the population with ease. The clinic has gained fame to the extent that it is these ambulances now known in the outer regions and these ambulatory services have marketed the services of this clinic such that it is known over a large scope of the population.

This clinic has also undergone changes with regard to medical equipment and this has greatly helped in provision of quality services to the clients or patients. This has increased satisfaction of the patients and clients. The use of high technology in diagnosis of diseases have enabled detection of many ailments with ease thereby increasing efficiency in handling the diseases within the shortest time possible before the conditions worsen.

The community engagement especially during open days for hand washing as well cleaning the environment have enabled this healthcare unit gain much support and attention of the public thereby marketing its services to the community during these open days.

DESCRIBE HOW THE EFFECTIVENESS OF YOUR ORGANIZATIONAL CHANGE WILL BE DETERMINED ONCE IT IS IMPLEMENTED?

The effectiveness of the rural ambulatory clinic can be determined depending on the projects under operation in this clinic. This will entail evaluation of the records systems of the organization in order to conduct audit control procedures with respect to the ethical and medical standards

that stipulate the quality and quantity of services that should be provided to the clients. The quality control procedures should be done by the specialists and professionals in the health sector in order to determine the reliability of the staff, personell and the medical equipment used in the clinic. The medical equipment has to be tested if they can give reliable estimates and results with respect to the variables used in measurement (Joel, 2011 pg 16).

The financial department of the organization should also be audited to ensure that the expenditure and the budget of the health organization take into consideration the priorities in the clinic such as medicine and medical equipment. The organization should be seen to put more focus on service provision rather than profit making. The finance department should account for the funds spent in various activities and operations of the organization in order to ensure that the health organization is a going concern and it is capable of continuing to provide services to the public without failure due to misappropriation of funds. This will ensure transparency and accountability in this health organization as well as proper utilization of funds in the organization (McKee, 2008 pg 24). This will be possible through establishment of a stable environment that facilitates transparency and proper regulation of funds.

The effectiveness of the organizational change can be determined by evaluating the level of technology used in provision and delivery of services to the clients and the community in general. The faster and efficient processes in provision of healthcare services shows that the level of technology used in the hospital is improved with the use of modern fast and

quick ways of transmission of information between the departments as well as among the clients.

The efficiency of this organization can also be determined by analyzing the complexity of the processes in the organization with respect to the flow of activities in an organization. The simplification of these processes will indicate the help of the technologies in provision of such services.

The effectiveness can also be determined depending on the proficiency of the healthcare staff and support team. This is due to the fact that the services they provide and the rate at which they provide is of essence and a great determinant of quality of the whole healthcare units. The skills of the staff will give a reflection of the efficiency in the organization (Meleis, 2010 pg 20). The cooperation between the members of staff in this organization will greatly influence the efficiency of operations in this organization.

In the context of the quality of the services provided by the organization, it calls for proper scrutiny of the operational procedures and equipment used in the provision of such services to the clients. The services provided by the healthcare professionals is the fundamental aspect of determination of the quality of services provided by the organization. The quality of the services provided is also determined by the experience and expertise of the staff in the healthcare organization in order to ensure that the quality of healthcare services is ensured.

The input processes will greatly influence the quality of output. Input data should be entered in the right manner so as to ensure that the quality of outcome is reliable and can be used in making decisions regarding the

healthcare organization. The input processes play a great role in determination of the quality of the services provided to the clients in the clinic.

The quality of healthcare service is determined by the processes and means used to deliver such healthcare services to the clients. The complexity of the processes will influence the quality of service delivery with respect to speed of transmission of information within the organization as well as among the community (Meleis, 2010 pg 16).

The costs of the healthcare organizational change can be determined by careful examination of the processes and operational procedures within the structure of an organization. This will help in determination of the costs involved in the whole processes of the organization. The costs associated with labor and staff operations will help determine costs of the organization. The costs of supplies to the healthcare determine the costs of the services provided to the clients since the combination of costs will help compute the price to charge on the services provided to the clients. Cost determination is therefore a better way to assess the quality of services. The costs involved in this organizational will raise alarm for improvements as well as initiating strategies to reduce the costs in provision of such services.

Customer or client satisfaction will heavily depend on the quality of health services provided to them by the clinic. The organization will influence the levels of satisfaction depending on the means in which they deliver such services. The levels of technology used greatly influence the amount of satisfaction derived from such services. The clients are satisfied when service delivery is efficient and fast such that feedback and clarification is

given to the clients while seeking healthcare services.

The levels of satisfaction of the customers or clients are very essential in determination of areas to improve on as well as new opportunities in order to fill the gap where the clients are not satisfied. The results and feedback of the clients is very crucial in determination of the best ways to provide such services.

IDENTIFIED COMMUNICATION TECHNIQUES USED TO ADDRESS ANY IMPLEMENTATION ISSUES:

Communication techniques are very essential in addressing the issues to implement in a healthcare organization. It is therefore necessary to use the effective and efficient communication techniques in passing the information to the various sectors or departments of the organization in order to implement the changes. Information regarding implementation of the organizational change should therefore be transmitted to all departments through posters and notices in order to prepare them psychologically for the changes (Sare, 2010 pg 32).

The heads of departments in this health organization should inform their members of staff of the details and procedures to be taken into consideration in implementing the changes in the organization. The notices and circulars should be disseminated to each department in the organization in order to ensure that the necessary information concerning implementation reaches the clients and employees of the organization as well as the community in the surrounding so as to participate in facilitating the change in the organization. The communication techniques should not be biased such that reliable information is communicated to the right persons or

parties in order to facilitate the change or implementation of the changes in the organization. This is due to the fact biased information may not be very useful in implementation of the proposed changes.

The health organization should have a database to keep its information such that generation of reports is easy and communication will be made easier because clear reports and summaries are formulated which will help in making strategic decisions in the management of the health organization.

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