

Free essay about the roles of human resource management

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The healthcare industry is rapidly growing owing its development to the tremendous changes in the economic environment, which has created numerous challenges in the human resource department. The concept of service delivery in health care is becoming sophisticated, and strategies are being continuously developed to ensure improvement in customer service delivery, as well as growth of the organization offering the service. The human resource has a significant primary contribution in ensuring that a healthcare institution has adequate and competent staffs that are capable of providing standard services at affordable costs (Fottler, Khatri, & Savage, 2010). In addition, the human resource is responsible for managing costs incurred by the organization and hence their objective is to ensure quality service delivery at an affordable cost. Human resource management is a duty in diverse institutions and organization whose main purpose is to maximize the performance of an employee in the service of their employer's plans and strategic objectives. Its role is centered at managing people in an organization by focusing on systems and policies. Such policies are intended for realizing the vision, the goals, objectives and mission particularly in healthcare organization it is serving (Shi, 2007).

The discipline of healthcare is faced with numerous challenges in the modern day. It is characterized by minor errors, accidents, infections, and negligence that have resulted to the mortality of thousands of people and suffering of other millions of people. Aspects of accountability and transparency among the healthcare workers are lacking, and this is attributable the way the human resource is designed and managed (Shi, 2007). Moreover, issues relating to corruption, incompetence and misuse of office by the health care

workers are increasingly being witnessed. Research indicates that such challenges usually arise if the human resource department is not duly constituted and managed. Scholars also argue that the increase of challenges in the healthcare department is due to the failure of human resource. The failure of human resource is in terms of identifying and playing its role in the management of the affairs (Fottler, Khatri, & Savage, 2010). It is essential for every organization to consider a human resource strategy before formulating the business strategy. The human resource department is capable of resolving issues that are ever increasing in the healthcare sector. The human resource is endowed with the responsibility of recruiting and retaining workers through different means such as performance appraisal. It is significant that a health care facility is staffed with competent and suitable personnel. The process can only be achieved through organization and selection of appropriate candidates by the human resource. If a competent and qualified worker is recruited, then issues relating to incompetence and lack of accountability would have been solved.

Furthermore, for a health care facility to achieve adequate and proper delivery of health care service there is a need for experienced, qualified and reliable personnel. The results of such experts in the health care sector are reduced complaints from patients through improved satisfaction and preventing sanctions from regulatory authorities. The human resource ensures that the skills of its workers are at par to facilitate improved performance in service delivery. A human resource department ensures that workers work where they are best specialized on the basis of their skills and expertise through job analysis and design (Shi, 2007). The human resource

management affects the success of a healthcare organization in various ways. It ensures that the employees who are hardworking are properly rewarded and thus ensuring effective service delivery in health care in search of those rewards. In fact, the human resource champions the interests of its employees as well as checking their activities (Shi, 2007). Such checks and balance ensure quality service delivery and growth of the health care facility. The healthcare facilities that are not in compliant with regulations in accordance with the Joint Commission and Health Insurance Portability and Accountability Act would be closed, and owners held liable.

References

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