

Good example of omega house management conflicts essay

[Business](#), [Management](#)



Omega house being a hospice which had been closed for some time as a hospice dealing with patients suffering from deadly diseases and timely death, has suffered various managerial problems all related to the ineffective operations and programs in place. The omega hospice is a place designed to effectively take care of the individuals suffering from serious infections who are at the brink of their deaths. This place had been shut down for some time due to lack of funds to run their day to day activities. It was later reopened in the year 1990 by the SAC which stands for the social action constitution.

These agencies revived the hospice to enable its normal operation back on feet. During the agency take over, there were various measures that the agency had to ensure were in place in order to effectively help the hospice to run effectively. They had to get a manager. The former staff having left they resorted to hire Ellen as manager since she had been working on the Omega hospice for a period of about four years. She was promised by SAC to get a managerial education which she has waited for a period of two years since the revival of the hospice operations.

This hospice having been an important tool to the society faced various challenges which were varied but most of them manifested from the management side. The first problem concerns Ellen who was the manager, she lack effective training having qualified as a nurse. This is a hindrance to good governance skills which needs to be impacted on the facility in order for efficiency and proper governance. There was lack of proper ethics within the organisation which was prompted by George who was rebellious and rude to his seniors , He was. This mainly concerned George who was in charge of the fundraising activities. They also lacked an executive director

after Patti left for a more lucrative job. This problem were under the care of Ellen to effectively managed and put the hospice in its feet by using various mechanism available to her and her staff.

The hospice main issues were the problems which were ever attached to it. This problems are varied all affecting various areas of the management of the this important institution. The problems as were stated earlier emanated from the management as Ellen did not adequately possess the required skills though she managed to surge the facility to some extent. She had a problem in addressing some of her subordinates whereby she is supposed to be the figurehead model of the institution and therefore respected. This respect should extend to the SAC activities who are supposed to be working under her management and therefore they should all work to ensure the success of the facility rather to perform in competing practices like the fundraising activities which was done by George to the SAC.

Another major problem associated with the hospice is financial problems. These problems started long ago before the facility had been closed. This had resulted by various measures not adequately being put in place. This can be the lack of donors who fund the facility. This is true because regarding the facility previous operation it was funded by various agencies and when they withdrew it resulted to the closure of this important facility. This is also demonstrated by their various fundraising activities which are meant to raise the money for the support of this facility and paying of the workers working at the place. The fundraising activities were conducted by Omega Company and the SAC. They were done mainly by the aid of George and the intern lady Lisa who was excellent in her work.

The absence of the executive director also prompted to this the major losses which had been as a result in the lack of flow of funds in the facility . This is true because the facility has been experiencing losses which had been attributed to the new employees George . The losses which Ellen found out were happening after checking on the finance financial records clearly indicated that the facility had not made any progress in its fundraising activities despite the fact that they had employed someone to overlook on those activities. As the manger Ellen found out that the intern girl Lisa was a reliable and proficient asset as compared to George who was a full time operator. George is seen using and misusing the facility resources and equipment by printing his personal items using the facility resource the printer and printing papers. If Ellen wouldn't have found him he would have not paid for it as it is supposed to be the culture of the hospice facility. Another problem the company faces is lack of accountability . This also is related to George case whereby he refuses to honour his work at the Omega facility and concentrates on the SAC activities more. This is not supposed to be the case since he was solely sourced to assist omega as a first priority and not SAC. Ellen also stresses George role in the facility of which he refused to honour and pledged most of the arguments basing on his work on the SAC agency. This practice is unacceptable as Ellen puts it since it is the omega home facility that pays him and not the Sac facility this behaviour by George shows lack of proper working ethics as he converse with his senior. Lack of unaccountability also comes in whereby it is seen that George also does not follow the facility designated routes and mode of operation. This is because according to Dan's report. When Dan was questioned about George

habit of using the kitchen to enter the facility he clearly says that most of the time George uses the Kitchen as his entrance, he also quotes that at some time he usually arrive as late as ten in the mornings at a time when Dan is doing the breakfast dishes. Dan shows or proves to be a reliable worker due to his honesty and accountability at his work.

There is also lack of respect to this facility. This is attributed to George who is constantly seen to address the manger Ellen aggressively without respect to the position she upholds. This act is extended to the point where George as a mere employees tends to deify the orders of his senior who employed him in the hospice facility.

Despite the advanced managerial knowledge that Ellen lacks , it is quite clear that Ellen as a manger has adopted the necessary skills and is able to execute her job as required. This is true because she is seen taking rounds at every employees work point to ensure that all is well. She also goes forth to determine the patients who had succumbed to their miseries by asking Dan . She also has the courage and uses effective communication skills when addressing George so as not to create a confrontation but a chat with him regarding the issue of his accountability.

This issues that affect this organisation can only be solved by strategies which will have to involve the cooperation of the management and the staff. The facility having been shut down due to bankruptcy is very vulnerable for that to occur again if the right amendments are not instilled . Therefore accountability of every individual in the facility by taking up their roles will be one of the major solution to the problem affecting this institution. Another important issue is the recruitment of qualified staff. This must start with the

manager, she should either go and study as promised by SAC or she should leave the position to someone qualified to that profession. The vacant offices in the facilities also ought to be filled so that they help to manage the various functions of the hospice facility so that the entire burden is not imposed on the manger.

The proper way in which all these issues can be addressed is by having an effective and authoritative flow of power and command within the organisation. This should start with the SAC and Ellen as the manager, there should be clear indication of who the senior is and who should be subordinate to the other. This will clearly eliminate the problem associated with George serving two masters and bearing allegiance to one because there will be clear flow of power defined. The issue of ethics should also be stressed or the employees should be provided with education regarding organisation behaviour and ethics in order to enhance respect and avoid future disagreements and misbehaviour. The element of poor management should also be clearly addressed, this issue arises due to lack of an accountant, this is evident whereby Ellen as a manager clearly does not keep track of the financial statements and she realises later the losses they have incurred through George negligence, this could have been avoided if they had an effective accountant to monitor all financial issues.

Through the various problems which have been manifested in the omega facility is it quite evident that for any organisation to succeed in its dealings. The proper business formalities must be in place regarding the setup of the institution in question. The omega hospice facility having revived from its downfall plays an important role in the environment by relieving various

individuals on their burden associated with the taking care of the sickly ones. Due to the rare occurrence of such facilities in the globe proper care and finance should be put in place in order to maintain and sustain this institution now and in the future. The various managerial issues which have manifested themselves in this case are a common occurrence in many organisations which do not have a clearly defined managerial system. Therefore it is vital for any organisation to have a clearly defined flow of power and mode of operation in order to avoid future misunderstanding as is the case of the Omega hospice.