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## The Assistant Manager at Mid-Ohio Valley Medical Group

Administrative Staff Department

Mid-Ohio Valley Medical Group provides finest medical care services such as family medicine, densitometry (bone density measuring), nuclear image stress testing, X-ray data diagnostics, ultrasounds, urological disorders diagnosis and treatment.

-Good afternoon, Ms. Virginia. Thank you for coming. Let’s start our interview. You have been working for Mid-Ohio Medical Group since 1985. What is a the main mission that the company accomplishes?

The main mission of the company is assisting patients and saving their health, “ To guarantee the highest quality of health care for each family member, make a person feel protected and appreciated” , Ms. Stewart said.
-The area you work in imposes great responsibly. Does it force the Human Resource Management Department to hire people with an extra attention?

HRM Department makes sure that the person applying to an open position has the correspondent academic level and is ready to put in a lot of effort.
-Is the person’s experience important? Do you participate in hiring people also?

The experience is important however it has never been a top priority. Ms. Virginia noticed, “ I might interview a potential worker by myself not only to ensure in one’s professionalism but to create a friendly and cooperative work environment”.
-As we all know innovations are very important to implement in the particular sector. Can use of innovations be considered as an advantage in your business?
The Medical Group follows innovations in the health sphere. “ Our specialists visit modern technology’s expositions. We have been trying to modify our services with new equipment and treatments since we appeared on the market. Some of the newly represented methods of dieting and healing have been very helpful”, Ms. Steward said.
-Using the right leadership style could have a great impact on the employee’s performance and the business in general. How would you define yours?

The leadership style in the company looks like a combination of the participative and the laissez faire styles. Ms. Virginia explained that, “ Although collecting opinions and feedbacks on a particular problem from all the employees can take a bit longer, there is nothing more important than a final outcome when it comes to health. If I am not in the place at the needed moment I absolutely trust and authorize my co workers to make decisions”.
-There are a lot of ways to control business costs. Have you contributed any to the well known and accepted methods?

The Medical Group Management uses the most common and effective ways to control business costs. According to Ms. Stewart, “ Ten main points such as contracts, book keeping, tax strategies, technologies, energy assumptions, phone bills, etc. are necessary to be reviewed constantly and kept track of in order to have the costs organized”.
-To sum our conversation up, what are the keys for successful managing in the area?

As in any other field, successful managing in health care means right strategic planning, clear missions, realistic time frames, accurate decision making , motivating employees and care for customers.
-Thank you for your time, Ms. Virginia. It was nice talking to you. Good bye!

## Interviewed by (your name here)