

# Health care and change

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Describe how the effectiveness of your organizational change will be determined once it is implemented. Change can be viewed as negative or positive depending on how it's presented. It can be met with resistance probably due to lack of simple oversights, lack of persistence, poor communication, or other more personal vulnerabilities (Bert, Spector, 2010). The goal of the change should be identified before implementing it into the organization.

Status reports, evaluations, and periodic surveys are all useful resources for determining the effectiveness of an organizational change (Bert Spector, 2010). The effectiveness of change will be determined by the Proper communication between the organization and the staff: The staff and the leaders will communicate effectively about the change; they will discuss how the change has affected them positively and negatively, The saying goes that " Once man understands an idea; he can identify with it, acknowledge it, and make it his own" Aristotle.

Throughout the change, it's important for the developed skills of written communication, meeting management and presentations to determine if the change has been effectively implemented (Bert Spector, 2010). Another way to determine the effectiveness of the change will be through monitoring, and measuring of the change that is the implemented. Measurement could include employee and customer surveys tool to measure progress of the change. This helps to clarify the purpose and direction of the change effort, by encouraging the employees to consider its specific impact in unambiguous terms.

Measurement tells people what you care about, Tracks the effectiveness of the change effort both tells people that it is important and provides a way to judge how well it is being implemented, or how well it was designed (Bert Spector, 2010). Use of observation is another method that will determine the effectiveness of the change. An observation is designed to allow the OD practitioner to see firsthand what is occurring with implemented change, the managers can use this method to observe the behaviors of the employees towards the change.

It can determine whether the employees are adopting, adjusting to change or they are still resisting to it (Bert Spector, 2010). Review the progress of the change every month and see if there any area that not progressing as expected and check for need for improvement in those areas that are not working. Check and see if some employees are struggling with the change, and find ways of helping them, maybe they need more training, or support to adjust. Provide support and training needed have a successful change.

Collect and report data regularly, this is important in providing an ongoing stream of objective information that keeps the company aligned with business goals. The reports are made simple, enabling all the stakeholders to understand and appreciate the results. With this strategy, the company will identify opportunities and threats earlier and better manage employee expectations (Barbara Armstrong, 2013). Analyze possible outcome measurement strategies related to organizational change processes.

Determinants of strategy include organizational and environmental factors, and the outcomes reflect both internal changes and external relationships (Bailey, 1992). EHR adoption will continue to grow and with it, better access

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to important clinical information that can be helpful to improving U. S. healthcare (Benefits of EHR, 2007). Possible outcome measurement strategies of EMR/EHR implementation at my facility will include: Improved Information Availability: With EHRs, patients' health information will be available in one place, when and where it is needed.

Providers will have access to the information they need, at the time they need it to make a decision. Patients charts are always carried and used to different departments in the facility, Sometimes Doctors cannot find the charts to be able to assess patients, with the EMR; all departments have the information they need right in front of them without searching for the chart (Benefits of EHR, 2007). EHR/EMR will be the Foundation for Quality Improvements at the facility: Reliable access to complete patient health information is essential for safe and effective care.

EHRs place accurate and complete information about patients' health and medical history at providers' fingertips. With EHRs, providers can give the best possible care, at the point of care. This can lead to a better patient experience and, most importantly, better patient outcomes (Benefits of EHR, 2007). EHRs implementation will Support the Provider Decision Making, EHRs will help providers make efficient, effective decisions about patient care, through: Improved aggregation, analysis, and communication of patient information (Benefits of EHR, 2007).

All departments at our facility can communicate the patients progress to physicians through the use of EMR, the physician can easily access the information without walking from one department to another. Every needed piece of information to determine patients care and progress will be

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accessed with the use of EMR, EHR. When health care providers have access to complete and accurate information, patients receive better medical care. Electronic health records (EHRs) Implementation will lead to improved ability to diagnose diseases and reduce or even prevent medical errors, improving patient outcomes.

Doctors can diagnose patient based the accurate vital signs and nurses assessment viewed computer. We usually have to call doctors to give them information on patients' conditions, we don't have Doctors at our facility 24 hours a day, they come two -three a week. With the EMR, doctors can view patient's change of condition at their offices and provide the diagnoses and treatment (Benefits of HER, 2007). Determine how you will measure quality, cost, and satisfaction outcomes to evaluate your proposed organizational change.

The expense of making changes within an organization is often difficult to measure from a pure cost standpoint. Similarly, the advantages acquired from revised operations may not be readily measured. Where possible, however, every attempt should be made to evaluate the real savings obtained from a planned change by creating measurable goals. Proposed changes in products, processes, and service activities should be quantified, if possible, before the desired modifications are implemented (Bailey, 1992). You can measure the quality of the change through surveys and observation of the change.

Surveys determine how the company has progressed with the change and what is needed for the change to keep progressing. Surveys can have questions such as, has the creation EMR and elimination of paper  
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documentation resulted in more effective work flows, improved communication practices, and management monitoring? Compare the previous work ethics to the present, is there any improvement? Check for the reduction of medication errors and proper documentation since the implementation of EMR. Observe the employees behaviors and reaction to the change, are they more accurate in interpreting doctors' writings?

Quality can be measured through the Quick access to patient records, efficient care Enhanced decision support, and medical information Performance-improving tools, complete documentation that facilitates accurate coding and billing Interfaces with labs, registries, and other EHRs Safer which results in better patient experience and, most importantly, better patient outcomes (Benefits of HER, 2007). As the company works to improve the implementation of the change, the company will continue to calculate the costs on a monthly basis and track them against baseline and benchmarked costs.

Continue to look for additional improvement opportunities (Barbara Armstrong, 2013). Costs are important when implementing a change, the finances depends how far you go with the change in progress. With the EMR change, it is costly to implement this change since it requires finances for the trainers, to buy software, computers, and to continuously maintain the software (Barbara Armstrong, 2013). The company will use a track sheet with the expenses spend on the change each month; the company will review and determine if the expense is within the budget or it going overboard.

The company will then determine how to progress with the change figures obtained from the reviewed financial sheet. A survey will be carried out each month to determine the satisfaction of the change in progress. The company will use regular “listening meetings” where people could ask questions and voice their concerns (Barbara Armstrong, 2013). The survey will be either through calling employees, or written one with questions rating from scale of one to ten, on how the employees are dealing with the change, how they value the change, if the change is helpful in their work, if they feel supported by their immediate managers and cooperate.

These surveys will also have a portion which allows the employees to voice their take on the change and have suggestions to make this change better for them. Use employee surveys to learn people’s perceptions of issues tied to the implementation in process, such as the level of physical comfort, degree of collaboration, or quality of group decision-making (Barbara Armstrong, 2013).

Have working conditions been improved and stressful conditions been reduced for our employees with this implementation? Have we successfully implemented the use of new technology? Have we ensured that requirements for new operating practices and skills have been addressed and resolved? Has the organization become more flexible and proactive in generating responses to meeting the needs of the employees? (Nancy Landahl, 2010).