

Managing and improving performance quality in a clinical organization research pa...

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



This paper gives an insight on a dynamic performance in a set up of a clinical organization. In the country social, political and economic world, performance is one of the major aspects any organization would focus in. The major reason of enhancing quality improvement is to ensure that there is an effective dependence amongst the key players in the economy as well as the vast society. Any health organization aims at ensuring that the services offered are fast, high in quality and reliable. Considering three of the methodologies for integrating QI strategies into performance measurements, there are three key methodologies. In this paper, we particularly consider workforce and education based on how the integration of the vice can bring about a very effective quality improvement scheme. The first methodology is installation of a good IT system such as computers. To ensure that paper work is effectively done and presentations accomplished, it becomes important to ensure that effective machines are in place and that they are well maintained to prevent delay and technical flaws. Good machines ensure resourceful and convenient databases which keep adequate data for all needs that arise within the organization. The advantages accrued to this method are that the organization can effectively accomplish a good documentation and retrieval system. Secondly, the system becomes accountable especially when all important information is stored under strict protocol. The major disadvantage on the other hand is that it is an expensive undertaking and requires a strong maintenance department as well as personnel. Another methodology which has been deemed effective is effective training of ways of effective use of resources within the organization. This follows a

good information system which enhances a sufficient information bank within the organization which is necessary for good operations. It follows that a good system would be deemed inefficient in case of poorly trained personnel.

The major pros of this methodology are that it upholds the work force within the organization such that there is effective response in the line of duty.

Employees also acquire psychological appreciation for the expertise acquired courtesy to the organization. This creates loyalty and commitment besides skills. On the other hand, this is always an expensive undertaking since it requires sufficient work force for alternation. Notably, at the time of training, the organization remains operational (Anttila 2000).

Thirdly, proper planning is another important aspect in developing a good maintenance of the systems and to ensure that there is a good flow of errands within the organization. Management involves the personnel as well as the resources such that there is enough room for a dynamic progress within the organization.

As a methodology, this is the most cost effective since it depends on already trained head of operations within the organization. A good management crew determines the overall success in all the foresaid quality improvement methodologies.

A good clinical organization is equipped with efficient information technology applications which mainly involve storage and retrieval of important information concerning the institution and the issues addressed in the given locale. For instance, for training purposes, the institution with good research findings and reports turns out to be very effective for learning processes. In a

health organization, information is very vital; therefore it is important to ensure that the information is well organized and convenient since, clinical organizations deal with sensitive aspects which require accuracy and precision of a high degree (Anttila 2000).

A clinical organization also needs a clinical decision support system which ensures that high degree of effective management is enhanced in all the undertakings of the organization. The core aspect of any organization is planning and management (Harry and Hatry, 2003). Management and planning involves personnel, resources, time and all the activities aligned in the organization's docket.

In management of personnel, it becomes important to come up with a good management process which ensures all efforts are effectively geared towards achieving a good fruitful result. Basically, health officers may be endowed with skills but are unable to employ it at the right place, time and in the right way. A good personnel management process thus ensures that there all skills are effectively utilized through effective guidance amongst the staff. Study shows that almost all health institutions have equally educated and skilled health officers but they will always perform differently in various institutions following the fact that they find different management roles and ambitions (Anttila 2000).

Management is also very necessary in ensuring that organizations resources are well utilized and kept. Resource management entails, maintaining the existing facilities, adding more facilities and ensuring that these facilities are well and effectively utilized in developing a good organization operation scheme. In cases where facilities are mismanaged, the organization is always

compelled to fund for the same equipments repetitively, a factor that hinders progress or growth (Harry and Hatry, 2003). Poor management also leads to redundant activities which off course imply more finances are used for the wrong purpose hence hindrance to progress. This also makes it impossible for quality improvement and overall growth of the organization.

Clinical decision support system enhances an effective way of developing an effective time management by creating good schedules for staff as well as other important activities. Emergency cases are well addressed under good management and all turn out to be effective, especially considering the fact that under a friendly schedule, the staff can respond effectively to emergency cases. Training programs incorporated also ensure that precision and accuracy is enhanced especially amongst staff. All departments should liaise so as to ensure that there is no delay for fast services. Good management in all departments is necessary since it ensures that every single individual grows in their line of duty.

In a nut shell, success of a good clinical organization owes much to the management system in place. Such a system ensures that the entire line of activities is well documented and presented with minimal confusion and misunderstanding. With good documentation, flaws can be detected and rectified such that mistakes are never repeated (Anttila 2000). With no repetition of mistakes, there is a clear implication that there is growth in the entire organization. This is mainly regarded to as a rectification process whereby, with time, all activities within the organization are streamlined and all flaws fixed.

Benchmarks and milestones are important in every organization since they

lay a track within which the activities of the organization are laid.

Benchmarks are important in the sense that they define the length to which the organization is willing to get and the objectives it is willing to achieve.

Since the purpose of any health organization is to ensure as many survivors for the patients who pay visit to its premises (Sullivan and Frentzel 1992). A well grown health organization is able to extend its services to the society through field work, education, qualitative and quantitative training amongst its staff and the society at large. It becomes easier to undertake its activities especially because of preventive measures whereby people within the society are made their own doctors through education of prevention of diseases. Benchmarking also involves assessment of activities carried out by other health institutions so as to develop a common objective especially on major sensitive issues and problems in the society.

However, overtime, achieving these strategies has been a major problem for every health institution, mainly because there are many recurrent problems which make it impossible for many organizations to go beyond regular diagnostic duties. Still there are limited funds to enhance effective education amongst the society (Sullivan and Frentzel 1992). Due to many financial problems within the society, it becomes difficult to educate the people since majority are on the struggle to make ends meet. Thus problems which could be addressed at domestic level are extended to the hospitals hence making it extremely difficult to achieve the goals highlighted above.

Effective management and planning will ensure a short term objectives – missions are accomplished. A series of successful missions is projected into a mission for the clinical organization. A good information system and a clinical

decision support system ensure that the projected activities are in line with the laid missions and visions of the health organization (Sullivan and Frentzel 1992). Performance and quality measures, which are mainly to avoid redundancy and enhance constant growth, are aligned to the strategic plan in the sense that, the health organization can achieve effective training amongst staff as well as the proximal society. This is aligned to the vision of constant reduction of health problems within the vast society.

References

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