

# Culture unit 9 human resources

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



TOPIC Is it possible for a strong health care organizational culture to be an ineffective one? Explain. Yes it is possible for a health care organization to be ineffective despite having a strong corporate culture. There are many variables that can create this scenario. For instance companies that has cash flow problems can become ineffective because managers may be force to excessively cut down costs in a short period of time to maintain the liquidity of the firm. Liquidity problem hurts a company's ability to pay off its obligations (Vitez, 2011). Another reason that a company with a strong culture could be ineffective is due to a lack of adequate technology. A health care organization must stay on top of the latest technological advances in the medical industry. New technologies can provide more income opportunities, greater productivity, and better efficiency.

TOPIC 2: What are the cultural implications of the quality and patient safety movement in the health care industry? Can culture provide a solution to the cost-versus-quality debate?

Quality and patient safety are two principles that must be followed by all health care organizations. Organizations in this industry that do not emphasize creating a corporate culture in which safety is top priority may face unwanted business risks such as the potential of a lawsuit for medical malpractice. Maintaining high quality standards is important towards the success of any organization. A corporate culture can help managers create a platform in which the quality versus cost debate is considered in the decision making process of the executives of the organization. Choosing quality over cost is a better long term strategy because it can increase the customer retention rate of the company.

1. What kinds of cultural changes will hospitals have to make in order to adapt to the changing health care environment? How can these changes be achieved most efficiently?

Hospitals have to make changes to their operations to adapt to the changing health care environment of the 21st century. A way to determine the needs of hospitals is by hiring a consultant to assess the business operations of a hospital. Changes in the coverage of medical plans must be closely monitored by hospitals each month. This can prevent a hospital from admitting a patient under the erroneous assumption that the medical plan will pay for the medical procedure. Another change that hospitals must pay attention too is changes in the compensation for medical professionals. Higher labor costs are forcing hospitals to adjust the fees they charge to its customers.

2. What steps are required to change a dysfunctional culture?

A dysfunctional culture often occurs due to the presence of miscommunication and bad relationships among the employees of a firm (Calvert, 2009). There are different steps that companies can take to change dysfunctional cultures. The first step is to emphasize the importance of communication in the workplace. A firm suffering from a dysfunctional culture can implement a feedback system to gain insight from the workers about what they think is hurting the culture of the company. Eliminating any rotten apples among the staff of workers is a way to reduce tension caused by the human factor.

#### References

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