

# Essay on healthcare program manager interview

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



## **Healthcare program manager interview**

Tricare health care program is a program that was formed to provide medical services to the employees of department of defense, their dependants and the people who have retired from the same department. The program has various branches. The regional manager of Colorado Tricare health care program is a man of 47 years old. According to an interview I carried out, the man possesses good leadership skills that have made it possible to provide quality services to the people under the region. Due to the good leadership skills, the regional manager has remained in his position for the last four years. The manager is a university graduate with a master of science in health care management. This is a course that has made the manager to be aware of various management strategies that ensure the good performance of the branch.

Tricare health program is a program under the ministry of defense. The program main objective is to ensure that the military officials, their family members and their beneficiaries receive the necessary health care. However, the regional offices like that in Colorado do not directly offer the medical services directly to the people. Instead, they hire contractors who ensure that the services are delivered to the members (Kongstvedt, 2012). Through the contractors, the Tricare managers ensure that the members are able to access dental services, receive the necessary medicine and have an insurance cover. The branch also ensures that the members of the program have a proper world class health care program to ensure that any medical expenses are taken care of. In this regard, the employees working under ministry of defense receive appropriate medical care due to the program.

The role of the Colorado health care manager is to supervise the employees at this regional office. The manager is also required to advise the members of the program on the best health care program to choose. The other responsibility of the manager is to enter into contracts with the various health service providers to ensure that the employees under the department of defense together with their family members receive healthcare services. Whenever the employees need the services, the manager is the person to refer him/her to the place where the service is to be provided depending on the needs of the client. Generally, the manager serves the employees in the office, the employees of department of defense, the contractors providing the medical services and the ministry of defense under which he works.

One major feature of leadership that the manager possesses is passion. Regardless of the many challenges that the manager faces in his job position, he never gives up. He is always committed to ensuring that all his clients are effectively served. The manager is also well informed in his field. He has a wide knowledge in healthcare and hence it is usually easy for him to make appropriate decisions. For example, there are many healthcare providers but he is aware of the healthcares that should be given contracts due to the quality of their work. The manager is a critical thinker. He has been able to advise various employees on the various healthcare plans they should adopt for their benefit after he has analyzed various information presented by such clients. Rarely has the employees complained after receiving advice from the manager. The manager is also a visionary individual. He has set up the goal of ensuring that Colorado is best branch in

terms of providing services to its clients. He has put in place various measures to ensure that quality services are delivered to the clients. All these features show that the manager possesses good leadership characteristics.

The manager has various leadership strengths that make it possible for him to run the office appropriately. He has good communication skills that ensure that instructions are effectively given to the employees. He is also very hard working such that the other employees also admire him and in response work hard. He is a self-motivated person who does not need supervision since he is aware of his responsibilities and works hard to ensure his duties are performed. He is self-confident and motivated to ensuring success of the branch. He sets goals and usually works hard to ensure that they are accomplished (Northouse, 2010). Nobody can stop him from achieving the goals he has already set.

However, the manager has several weaknesses. He is not a good team leader since he has no ability to organize people to perform their duties. He is not able to easily learn the environment within a short period of time and then respond to the changes. He is a person who becomes angry easily when other employees go against his will. These weaknesses sometimes hinder the performance of his activities.

## **References.**

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