

Case study 2

[Business, Management](#)



Management Case Study Management Case Study As a health care manager, what do you do with this information?

As a health care manager, this information is very important. I can use this information to understand and analyse the business process. The steps involved in the current procedure helps to understand the various activities involved and in turn sheds light on the problems in the procedure. This information helps in identifying the current position of the organizational against the expected r assumed position. This information acts as a reality check.

2. What are the key issues or problems to address in this case study?

The key main issues or problems that need to be addressed in this case study are the reasons for the number of walkouts, excess waiting time. Also issues such as patient satisfaction and patient care must be addressed. To be more specific, the main issues in the current procedure that needs to be addresses are the following:

The 6-8 hours needed for treatment must be reduced.

There are too many steps involved in the process and needs to be reduced.

For example the first 2 steps can be made one single step wherein the registration is completed as soon as the triage nurse sees the patient.

The time that the patient spends waiting for the physician must be reduce so as to make it faster for the patient.

The wait time between the tests and reviewing by the MD must be reduced.