

Free gateway hospital, 18-3 case study sample

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



Tertiary care center requires advance technology equipments and highly skilled workers to run their hospital setups. Gateway hospital is among them and was facing many crises related to health care system, organizational strategies for work patterns, financial issues, communication gap among team members, shortage of medical staffing, level of dissatisfaction for employees and bad reputation of the hospital (Freyer, 2013). Administration of hospital was much concerned about addressing and resolving core issues. A survey based research was used to measure current issues that included a questionnaire and interview for authentic data collection with representative sample of population to draw valid inferences.

Responsibilities of the financial expert were to checkout and manage financial issues within downfall budget of hospital. Team leaders were concerned to find out the reason of shaking morals and lack of communication among employees using data collection tools. After negotiations, many reasons came in forefronts which were serving to hinder the development of hospital and low –esteem of employs towards organization i. e. cutting off incentives, extra working hours and no appreciations at all. At last, opinion leaders amended their policy to solve the internal organizational issues, putting them at top priority (Imcusa. org, 2014). Changes in system can be planned or unplanned, good or worse but they take time to create worthwhile results. Much was needed to make changes form gross root level to upper level by implementation of good policies.

OD is a well-defined process of raising and solving organizational issues by slow and steady moves. For Gateway hospital crises, third OD was the option

for addressing and solving issue that included 'planned changes based on diagnosis, interventions, and redirecting if necessary. This OD used a multi-dimensional technique to change process by multi-disciplinary theories, cause-effect relationship, and broader concept, based on action research and data collection (Processexcellencenetwork. com, 2014)'. Six sigma program implemented was the best OD intervention for total quality management. Its training programs focused on statistical and analytical tools but, without organizational support it was not possible to implement changes successfully (Processexcellencenetwork. com, 2014).

OD practitioner needs to develop various technical and interpersonal skills to be successful (Block, 1981). I think an OD practitioner should adopt interpersonal and collaborative skills in order to be effective in an organization.

But, to perform an excellent job, OD practitioner should adopt many responsibilities such as:

- Including assessment of the problem,
- Developing customized collaborative leadership theory,
- Gathering and synthesizing information,
- Designing of change intervention,
- Implementing and monitoring all processes,
- Evaluating the change campaign; and
- Measuring output and gaining need based assessment of the project cycle.

If I would be a consultant in such a firm, I will thoroughly read policies of the hospital and budget allocation for organization, employees and patients. I will make annual budget plans including risk factors expenditures. I will be in close contact with all donor companies and make donation process easier

and quicker. I will approach multi-dimensionally to all possible factors of benefits and reduce the chances of loss. I will mention ethical issues in my policies for improvement of morals of employees of the organization. Right choice, right place and right time principles will be part of my policy.

Accountability is a major concern in Hospital management, many issues arise from lack of accountability and patient care is lost thereby the hospitals lose their reputations severely. I would highly engage myself in finding out the roles and accountabilities of the personnel involved and will make sure to nurture them or provide advisory reports to the management for the betterment of the entire system of such a firm.

References

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