

Human resource management roles

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Role of HRM in healthcare industry Role of HRM in healthcare industry

Recruitment, retentions, training and development of the employees are some of the major functions of human resource management. " Human resources, when pertaining to health care, can be defined as the different kinds of clinical and non-clinical staff responsible for public and individual health intervention"(Kabene et al., 2006). Healthcare is an industry in which shortage of healthcare professionals is very much evident. In fact majority of the healthcare professional working in America and European countries are from Asian countries. In other words, diverse workforce is not a myth but a fact in healthcare industry in many countries. It should be noted that the needs of the diverse workforce are often contrasting in nature and hence HRM has a major role to play in managing such diverse workforce in healthcare industry. This paper briefly analyses the role of HRM in healthcare industry.

The importance of communication between employees in healthcare industry is more than that in any other industry. Since healthcare professionals are dealing with human life, any error or mistake in communication may cost valuable lives. HR managers are responsible for providing ample training to the diverse workforce for the enhancement of communication. " A properly trained and competent workforce is essential to any successful health care system" (Kabene et al., 2006).

" It is essential to maintain an appropriate mix between the different types of health promoters and caregivers to ensure the systems success" (Kabene et al., 2006). HR is responsible for maintaining sound relationships between different health promoters and care givers. For example, videoconferencing techniques are widely used in healthcare sector while doctors conduct

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complex surgeries. This modern technique helps doctors to get expert advice from distant parts at the time of conducting surgery. HR is responsible for coordinating such things.

“ Better use of the spectrum of health care providers and better coordination of patient services through interdisciplinary teamwork have been recommended as part of health sector reform” (Kabene et al., 2006). HR is responsible for implementing reforms in a healthcare organization. It should be noted that the needs of patient in one locality may not be the same in another locality. HR is responsible for identifying the needs of both the patients and that of the healthcare professionals and take necessary actions to satisfy both.

“ A healthcare manager must be familiar with different federal and state laws that affect the healthcare industry”(Niles, 2013, p. x). Different laws exist in different states with respect to healthcare. It is not necessary that all the healthcare professionals are aware of such laws. For example, informed consent laws are different in different states. Same way, laws with respect to mercy killing or Physician assisted suicide are different in different states. Healthcare professionals should have ample knowledge about these laws and HR is responsible for empowering employees with respect to such statutory requirements.

To conclude, the role of HRM in healthcare sector is vital in the successful delivery of healthcare delivery. HR managers are responsible for formulating different strategies to manage the diverse healthcare workforce successfully.

References

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