

Case study example

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Case Study Case Study There are several factors that I consider important and could favor the three parties; Taneshia, Felipe, and Amanda. Taneshia has done well in her job as the director of health management information systems. This has been attributed to the fact that she implemented electronic medical records in her department. Reimbursement figures have been increased because of this. Record keeping errors have been reduced out of such transition from paper to electronic record- keeping. A strong liaison with the physicians has been created by providing them with comparison statistics. A great deal of transparency has been created which has motivated the doctors to work harder.

Felipe whose duties include marketing and contracting with managed care companies has also done well in his job. As a talented negotiator, he understands contracts and is good with people. He would be good at leading and managing employees since he has his master's degree. With his engaging personality and involvement in community outreach, he has been able to improve the reputation of the center in the surrounding neighborhood. He is considered to have high integrity, as there has never been any hint of scandal associated with his name. He works many hours of time and is willing to give the time necessary to get something done.

Amanda has a lot of experience since she has worked for the company for the last 10 years. She started as an office receptionist and worked her way up to the job of business office manager. She has that professional style and dresses well. She is able to motivate those around her since she is highly motivated to do a good job. She is well liked by her employees because she offers good coaching skills and gives credit for accomplishments. She rarely takes credit for herself and is able to instill confidence in those around her.

Ambulatory Care Center, which is a medium-sized facility, needs to change in order for it to remain viable. The center used to serve a predominance of senior citizens who are a reflective of the immediate surrounding community. This is because in the neighborhood, more families are moving in as well as many young adults. The ethnicity of the neighborhood is changing with more families that originate from Hispania or of African to origin. The financial base that used to support the Center changed from payments that come from payments that come predominantly from payments that come predominantly from Medicare to a financial base that came from a combination of group insurance and cash patients. The Center wants to change for the future because of these changes in the surrounding community and the impact that resulted out of the financial base.

Taneshia has enabled the productivity of the Center be increased hence generation of more revenue. This is because she has done outstanding work in regulatory compliance by making sure that the reporting for the entire Center is in completion. With her technology skills, she has made sure that the transition from paper to electronic record keeping hence improving the services offered by the Center. Felipe has an external community focus and is not supposed to be at the Center on a daily basis. He is supposed to out in the field 40 hours per week developing new and nurturing relationships of old business. Amanda has increased reimbursement for the Center. She has improved information collection at the front desks. Receptionists make sure that all information on the intake forms is in completion and correct authorizations are in place before a patient is seen.

References

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