

The ambulatory
healthcare services
responsibilities
business



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- Summary

The current paper examines all of the assorted HR systems in Ambulatory Healthcare Services (AHS) Company. Ambulatory Healthcare Services (AHS) is a SEHA Health System Facility. AHS was formed in Abu Dhabi to run clinics. The healthcare proviso across the Emirate of Abu Dhabi to common people is one of the chief purpose of this organisation.

On 29 December 2007, the Health Services Company of Abu Dhabi was launched under Emiri Decree No. (10) Of 2007 and the Government of Abu Dhabi was the major stakeholder in it (Armstrong, 2006) . Abu Dhabi Health Services Company is the full name of the company and it is more normally known as SEHA.

SEHA is wellness in Arabic. The Abu Dhabi Health Services Company - whose corporate individuality is SEHA - provides services like operation and curating public service wellness infirmaries in the Emirates part of Abu Dhabi while at the same time being an independent and joint stock company. SEHA is one of the largest incorporate health care suppliers in the Middle East with 16, 500 physicians, nurses, accessory attention and administrative forces in its employ (Bloom & A ; Reenen, 2010) .

At present, AHS as an organisation includes more than 30 Ambulatory Care Centers, 4 Disease Prevention & A ; Screening Centers (DPSCs) , School Health Services (SHS) at 298 primary and secondary educational establishments, and 3 Mobile Clinic Solutions in the Emirate. AHS aims to make full the nothingness between comprehensive health care installations
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provided by Government infirmaries and the personalized attention and attending given by the private sector (Bratton, 2004) .

Ambulatory Healthcare Services (AHS) Duties:

Provision of entree to healthcare and a pick of suppliers to all Abu Dhabi occupants with, To react to international, regional and local market demands based on nonsubjective and informed decision-making, To fix installations for denationalization and to take part in private sector health care, and To develop, empower and retain skilled staff (Rose, 2007) .

Services offered at SEHA Ambulatory Health Services include:

Family Medicine Services, Dental Healthcare Services, Maternal and Child Healthcare Services, Urgent Care, Occupational Health and Screening Services, Comprehensive Laboratory Test, X ray and Ultrasound Services, Breast Examination and Mammography Services, Electrocardiogram (ECG) , Treadmill Stress Test, Physical Therapy, Minor Surgical Procedures, and Home Health Care.

SEHA-AHS (Vision) : Caring with Passion.. Serving with Pride

SEHA-AHS (Mission) : leaders of unique and dynamic Ambulatory Healthcare Services committed to healthier and better lives for our Community in Abu Dhabi.

SEHA-AHS (Values) : Professionalism, Respect, Innovation, Dedication, and Excellence.

Methodology

The research survey was conducted to the HR staff from SEHA-AHS Company.

Data aggregation

In a research survey, informations aggregation method is another important component. It is a specialised method to roll up the information from the beginning of information. The methods vary from questionnaire to observation. For a peculiar market survey, an appropriate field worker is critical. This indirectly affects the quality of the information collected for the survey. Datas are classified into primary informations and secondary. All the informations that are collected at first clip are included under the primary informations aggregation method (Strandberg, 2009) . Three attacks or methods are comprised under the primary informations aggregation method such as observation method, in-depth interview and study through questionnaire Secondary informations are assessed from the mentions, diaries and other related beginnings.

In this paper, we will garner the information through carry oning interview (Personal Interview, and

Telephone Interview) , every bit good as certification reappraisal, articles, undertakings, etc. In add-on to AHS web-site.

Major Human Resource Objective and Strategy

Human resource is considered the nucleus strength of any organisation since without the construct of managed and systematic work-ship would merely

vaporize. Human resource has certain aims and marks that must be met in order to carry through the strategic ends of a peculiar organisation (Armstrong, 2006) . These aims include the most basic of undertakings in order to construct a platform for the advanced 1s and besides the most major and extremist duties that the organize wants to accomplish.

The first major aim of human resource is to pull off the employees in the most cost effectual manner in an organisation to salvage some unwanted disbursals. The 2nd aim of human resource is to efficaciously utilize the work force potency of an organisation to accomplish marks and ends in the most efficient manner. The 3rd aim is to fit the duties and work behaviour of the work force to the concern demands (Bloom & A ; Reenen, 2010) . This means that the employees must work one-sidedly maintaining in position the organisation rules and concern moralss. The concluding aim of human resource is to keep affable dealingss with the employees and their directors so that the work can be done in the organisation in the most effectual mode.

The above mentioned aims seem to be in consistent with the Ambulatory Health Services (AHS) mission because the organisation incorporates both the sense of leading and community in their mission statement. The mission statement negotiations about how the organisation wants its leaders and directors to supply the best wellness services in the Abu Dhabi community by incorporating the best wellness rules (Bratton, 2004) . The organisation can merely accomplish this if it follows afore mentioned human resource aims purely and this is what the organisation is really making. By modeling their mission statement into this construct of progressivity, it can be said

with assurance that the aims of human resource signify the rule operating processes in AHS.

SEHA-AHS belief and value systems centres on the proviso of best wellness services in the Abu Dhabi part. One of the cardinal values of AHS organisation is " duty " that includes other activities which normally revolve around this construct (Rose, 2007) . The corporate construction of this organisation is truly simple in kernel and by judging the public presentation of the company, it can be safely said that the aims are being communicated swimmingly in the organisation. This can merely go on if the top most degree of direction agrees with the aim.

The senior direction in AHS extremely values the function of HR in their organisation and it is one of their top most precedences in the operation of this organisation. This is apparent from the corporate construction of this company as the direction layout is done in such a manner that communicating spread and barriers are non-existent (Strandberg, 2009) . This makes the whole Human Resource working drum sander and slowdown free in the organisation.

Another grounds for this exists in the signifier of belief system at the AHS Corporation. AHS believes in professionalism, regard, invention, dedication and excellence. The combination of these values gives a strong sense of HR justness to the organisation.

In the top direction degree, the HR director is responsible for the enlisting of possible employees to the company. Recruitment of fresh blood into the organisation is a really sensitive affair and hence requires a professional
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attitude and attack which can merely be achieved through a good HR director (Armstrong, 2006) . At the top most flat, the HR director is besides responsible for major ball of organisational planning which involves covering with twenty-four hours to twenty-four hours activates and the monthly studies.

Challenges

The current concern environment is really unpredictable and it is going hard for organisations like AHS to run more expeditiously. In these times, the best stake for any organisation is to concentrate on its internal policies and merely invent those schemes that contain a strong positive mentality. There are legion challenges that presently pose a menace to the AHS organisation and most of them are related to the HR facet (Bloom & A ; Reenen, 2010) . These challenges include happening the justly educated employees, development of compensation programs in respect with the latest unstable economic environment and the execution of preparation & A ; internship plans.

As mentioned before, the AHS has some strong values and corporate construction that implements robust HR moralss. Sing their readying in the face of these challenges, AHS has implemented some contingent policies like spread outing the control of HR director, running an effectual enlisting procedure and inventing an effectual Hour policy (Bratton, 2004) . All of these steps have helped the organisation so far in its growing and they are successfully covering with these challenges.

HR Function

In AHS, the HR section has performed classical HR maps that are normally associated with this facet. These maps include Hiring, Promotions, Reassignments, Salary Determination, Performance assessment, Consultation and Advisory to the employees, Worker ' s compensation and policy development. All of these maps come under the umbrella of Human Resource and AHS categorized it as the major map of HR in their organisation (Rose, 2007) . Hiring and publicity is the most basic map of HR and the AHS organisation has been executing it since its origin. The HR section of AHS is besides involved in carry oning selling studies and analysis to find the best possible rewards and wages for their employees so that they can stay motivated and contribute positively towards the growing of the company. Another of import map of HR that was seen in the running of the company was the development of work topographic point policy in order to embrace all the employees at that place. The top directors at AHS citation this map as one of the most of import of them all.

AHS has a proper separate and formal Human Resource section in the organisation because it believes in the disposed execution of concern moralss in its organisational construction. Like any other section in AHS, Human Resource has specialized directors and employees that are responsible for transporting out HR related work in the organisation and do certain that the work force of the organisation remains motivated.

Since the origin of the corporation in 2007, the HR section was besides formed and organized in the company. The HR section was one of the first sections in the company that started working because pull offing Human
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Resource is one of the nucleus facets of a proper operation company (Rose, 2007) . It is ever of import to pass on the aims of an organisation to the employees because they are the 1s who are shouldering the duty of the whole organisation. AHS Corporation developed a system of effectual communicating web by simplifying the functional layout of the company. This is done in order to cut down the communicating spreads and barriers and to do the procedure of pass oning organisation aims smoother.

There are no definite Numberss of employees that are associated with the Human Resource section in AHS. It is one of the organisation moralss that every employee holds some sum of duty to the HR section because they are indirectly linked towards it. The HR directors in AHS are the 1 that are straight responsible for the operation of HR section. The bing HR system was developed by the laminitiss of the AHS organisation and it besides involved board members from the SEHA which is in kernel its parent company (Strandberg, 2009) . The whole Hour policy was devised at the formation of the company because in order to be efficient, AHS needed a strong Hour policy at the start.

Hour REQUIREMENTS

The basic HR demands in an organisation like AHS incorporate HR planning, occupation analysis and enlisting and choice. HR planning means the formation of policies that govern the work force of an organisation. Like many other companies AHS besides sticks to the definition of occupation analysis as happening the right individual for the right occupation. AHS implements the most basic and consecutive forward enlisting and choice

procedure in which vacancies are posted on-line or in the newspaper
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(Armstrong, 2006) . HR policy commands an of import followers in the organisational strategic ends. This is the ground HR direction is integrated into strategic direction because if the human resource of AHS is decently organized and managed it can lend positively to the strategic ends.

AHS signifiers HR policies maintaining in with the tendencies of concern environment and the workplace environment. Normally in AHS the HR planning is done by the HR directors with of import inputs from both the employees and the top direction (Bloom & A ; Reenen, 2010) . AHS peculiarly puts accent on occupation analysis and occupation description for each place in the organisation because they strongly believe in the construct of proper arrangement in a proper section or place. Whenever there is a vacancy for a specific occupation or place in AHS the HR direction updates its occupation demands and specifications.

AHS provides its employees with calling planning and calling guidance because worker compensation and guidance is included in their Hour policy. The calling reding for employees is provided by HR specializer in the organisation so that the employees can lend positively in the organisation (Bratton, 2004) . By looking at the popularity and success of AHS in the community it can be safely assumed that this type of guidance has proven to be effectual. Largely occupation vacancies are posted on the cyberspace and in the newspaper so that the possible campaigners can acquire the updates about the vacant places in AHS. The possible campaigners are evaluated on the footing of their instruction and experience in the medical field. Employee enlisting through societal web sites like Facebook or chirrup and through the

cyberspace is really effectual in these times because everybody gets their updates and information through the cyberspace at nowadays.

Employee enlisting is by and large aided by the established policies and patterns of the organisation because these policies help in the enlargement of range in organisation like AHS. Evaluation and choice processs in a nutshell are restricted by the employment Torahs because these Torahs are made bound certain policies or activities (Rose, 2007) . The top direction places in AHS are normally filled through inters engaging and lower direction places are preferred in external hiring. This policy maintains the first-class work force environment in AHS by specialising and incorporating right individuals for the right occupation.

EMPLOYEE Training AND DEVELOPMENT

Training is normally offered inside the organisation because it is the policy of AHS to offer specializer on the occupation preparation. Employee preparation and development is evaluated on the footing of the employee public presentation and feedback process. In AHS the public presentation of an employee is a major factor in finding the aptitude and capableness of him or her (Strandberg, 2009) . Promotions and transportations are largely based upon this factor. Employees are offered on the occupation preparation and informational seminars to increase their workplace cognition and aptitude. These plans have helped in achieving a good and motivated work force in an organisation. Due to these strong HR policies and the strong accent on the employee preparation and development the organisation has non faced any jobs up to day of the month.

EMPLOYEE PERFORMANCE APPRIASAL

A three month public presentation reappraisal is done on an employee ' s public presentation to find his or her effectivity. Input signals are extracted from the departmental caputs on the employee ' s public presentation. Judging on the consequences obtained the employee is either shortlisted for publicity or salary addition. Psychological assessments and scaling and checklist methods are the most normally used employee public presentation appraising tools (Armstrong, 2006) . Employee public presentation assessment system really reflects the true public presentation of an employee because the assessment system gets input non merely from the employee but besides from his carbon monoxide -workers and his seniors. The most of import outside factor that influence employee public presentation assessment is the societal accomplishments. This is because a socially adapt individual has much more opportunities to derive positive assessments from his working environment.

COMPENSATION AND BENEFIT SYSTEM

AHS conducts quarterly external pay studies to find the pay rate traveling on in the concern market. This helps them to keep and pull an effectual work force ion the organisation because increased wage or pay rate is the chief beginning of attractive force for maximal figure of employees. By looking at the different wages and pay rates of the employees it can easy be assumed that their accomplishment degrees are different. Besides another of import portion of an HR policy in AHS is the wages and fillip system that is targeted towards work proficient employees (Strandberg, 2009) . In conformity with the psychological ratings and major surveies it has been made clear that

fillip or virtue wage positively contribute to the public presentation of an employee.

An employee is psychologically wired to execute expeditiously if he is offered some sort of compensation or benefit. AHS organisation provides its executives with extended benefits and compensations based on their single and organisational public presentation. These fillips are determined by their work input and their part towards the accomplishment of short term organisational ends. AHS provides its employees with wellness insurance coverage based on the senior status and their experience in organisation. Increase input addition part in the work force and company ' s public presentation besides determines the degree of proviso of these wellness insurance coverage (Armstrong, 2006) . Employees who work more than five old ages in the organisation are offered retirement benefits and pension programs which are normally based on the current economic environment.

To keep employee morale and occupation satisfaction in AHS workers are continuously complemented and praised on their public presentation. The work environment in AHS besides lacks in footings of stringency and asperity.

Employee RELATIONS AND EMPLOYEE DISCIPLINE

In AHS a three month feedback signifier is given to an employee to find if he or she has any ailments. Due to the first-class working environment and moralss of AHS the figure of ailments received is normally really low. By continuously improvizing the work conditions at AHS the ailment rate has been aggressively worsening (Bloom & A ; Reenen, 2010) . AHS employee '

s rigorous work moralss in the organisation which reduces the instance of employee subject jobs. There are certain defined processs that encompass strong work moralss. Employees workplace behaviour is governed by the strong work moralss so organisational jobs like employee turnover absenteeism and tardiness have non been much of a concern.

There are ever some exclusions but AHS successfully deals with them. AHS ever prefer a healthy and motivative work environment. Employee ' s free address and activities like surfing the cyberspace are non limited or stupefied at AHS. Unhealthy behaviour like smoking or drug usage is strongly discouraged on occupation and employees are besides made aware of its harmful effects of occupation (Rose, 2007) . To do employee grudges to be less and bettering the employee dealings climate the working environment should be structured on the footing of best workplace moralss that contribute positively to the working motive of an employee.

Summary

HRM in AHS faced some HR jobs in the start like enlisting and choice of capable employees. This job was solved by the division of threading HR policies. The lone job that AHS is confronting presently in the organisation in footings of HR is the proviso of proper working environment that increases the effectivity of employee ' s public presentation.

HR maps in AHS are positively lending to its strategic ends as apparent by the recent company ' s public presentation. AHS besides reappraisal and measure its HR policies on quarterly footing. Feedback signifiers and company ' s public presentation is the major beginning of rating in the

instance of HR that is employed by AHS. The chief mission of AHS is to supply first-class community service and its HR policies are aligned to its mission (Bloom & A ; Reenen, 2010) . The popularity of AHS in Abu Dhabi part determines the fact that it has been rather successful since the twenty-four hours of its origin. With the recent changing concern trends the lone recommendation is to continuously improvize its HR policies.