

Free essay on the purpose of the program or project

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Executive Summary (Benchmark Assessment)

The purpose of this project seeks to improve the quality of treatment and services that patients receive in this institution. Our institution requires patient attendants to assist patients to access the hospital services. Patients get stranded most of the time while seeking services especially personal hygiene and giving medication to patients. Patient attendants will provide patients with a welcoming environment that will provide comfort. They need staff to take care of them and assure them of their well-being. They also need to be around to assist in matters pertaining cleanliness especially, in maternity and pediatrics department (Julia, 2012). The patient attendants will need to be trained and assigned to every patient that checks in whether as inpatient or outpatient. Some of the patients check in without relatives to assist them and hence they will need patient safety. This initiative will help the hospital seek funds to purchase better equipment and machines. The hospital will be able to offer world class healthcare services attracting many patients.

The target population or audience

This initiative seeks to target the middle income earners. Majority of them are covered by insurance and hence able to afford the extra charges accrued by hiring patient attendants. The middle income earners have a taste of quality services, and hence they will be greatly impressed. This initiative will apply to all the patients who will visit this hospital as long as they can afford to pay for services in order to keep things running smoothly (Julia, 2012). However with patient attendants we can provide a private wing where

patients will be required to pay more other than what the insurance is willing to pay. This way, we will attract a bigger population of people who have extra cash and would like to have their privacy. Some of our doctors can schedule a presentation to organizations to educate them about our health facility and services offered. A good working relationship among organizations is established.

The benefits of the program or project

This initiative will help the hospital by gaining patients because it will be chosen hence, defeating other hospitals. People who want to give back to the community a chance to contribute their services like help helping in cleaning among other duties will get assisted. Patients will leave the hospital with satisfaction thus, helps in preventing the cases of medical malpractice that are on the rise (Julia, 2012). The mortality rates will decrease with better patient care at home and hospitals. The professionals in the institution will boost their morale when patients give them positive feedback. The patient attendants will help improve the time that critically ill patients have to wait to be attended by physicians (Jason, 2010).

Patient attendants spend quality time with the patients and are advantaged to provide patient information that patients sometimes are unwilling to provide which obstruct adequate treatment. They will ensure all the procedures supposed to be undertaken by patients are finalized (Jason, 2010). The patient attendants can greatly help to improve the involvement of families concerning the patients because, on discharge, the family is left

to care for the patient. The family also benefits from this because they understand the patient better than anybody else.

The cost or budget justification

This initiative can begin with part-time patient attendant to reduce the cost and then hire them full time as patients become responsive to the initiative. They can work with six hour shift so that they can have time to go for another job if they require one (Jason, 2010). Cost incurred mostly for this initiative will be to train the patient attendants so that they can do an excellent job and ensure the mission and vision of the hospital is upheld. The cost incurred will be minimal because the patient attendants can help with collection of data from a patient that is expensive. It will ensure a better follow up of patients and care. Collection of information from patients is very important because it determines how they will be treated and also with the review of this initiative making the institution most preferred in this region by patients. Patients will, therefore, feel comfortable giving a little extra cash for extra services accrued to them (Jason, 2010).

The basis upon which the program or project will be evaluated

The nursing supervisor should make sure to ask patients about their stay in the hospital before being discharged. They should also rate how the patients respond to certain patient attendants to maintain a good name of the institution. Also, for outpatient the patients can be given a short questionnaire to fill before they leave mainly targeting the patient attendants among other services. Also discharging patients from their rooms

will help them give a better response about services received at the hospital (Jason, 2010). This way they will not feel like they are in a rush compared to being discharged in another office. This initiative will become a success with a positive attitude and behavior this institution exhibits and the motivation among staff. This initiative will greatly empower and support the arrangement of leaders and organization.

References

Jason, P. (2010). *Caring for Patients from Different Cultures*. New York: John Wiley and Sons.

Julia, A. (2012). *Perioperative Patient Care: The Nursing Perspective*. New York: Sharpe Inc.