

Management of health programs (module 2 slp topic - quality management)



Evaluation of the TQM program used by the Division of Health Services under the Arizona Department of Corrections (XXX) (XXXX XXX XXXX) Health care access is a necessity for all and is a constitutional right in many nations. As such, there is increasing pressure from stakeholders for service providers to have a certain level of quality when delivering the service. What of a care giver under the correctional service, offering care to what some may consider a class of those not worthy for a quality service? After all, inmates in the facility have chosen to forfeit their constitutional rights in many areas, why not then better health care? Should the already heavily burdened taxpayer fork out more to provide a quality service that may in the end outstrip that provided by the National Health Service? The Arizona Department of Corrections Division of Health Services, even in the face of the questions posed above and many more, established a Total Quality Management (TQM) model in 2000 (2008). Several benefits have been reaped already due to this move including large savings to a constrained budget. It can be appreciated that under such dynamic conditions as being under a correctional facility, the departments under this division host several cultures and the issue of diversity cannot be ignored.

Health Services offers comprehensive services covering medicinal, dental, mental health, occupational health and pharmaceutical help just to name a few. These services are carried out as per TQM policies, are well documented and backed up with continuous staff development programs (Shriro, 2003, p. 4). The use of modern technology in services such as the Remote Correctional Pharmacy System Access (CIPS) and Telemedicine reduces constraints on the labor force. These systems make it possible for secure transfer of medical details of transferred inmates from the county office to <https://assignbuster.com/management-of-health-programs-module-2-slp-topic-quality-management/>

the requisite correctional facility without need for the physical presence of a corrections officer cutting down on internal failure costs. Video conferencing under the telemedicine program make it possible to gain medical interventions for provision of professional care to patients without actually leaving the facility thus reducing the exposure of the general populace in conventional clinics and hospitals to inmates, a saving on prevention costs. e-Business solutions reduce travel and time as well as promotes continuity of care (24 - 31). The division competes for services of health care professionals with all other government departments and has not been spared from staffing problems. This increases the cost of care due to contraction of services to part-time staff that require higher wages. Keeping up with breakthroughs in the medical field is not cheap, coupled with the presence of inmates requiring expensive treatments inflate operational costs. The existence of data bases tracking all costs make it possible to have accountability of spent resources. Coupled with the use of procedures and policies used in the private sector such as volume purchasing, utilization reviews as well as improved tender procedures, savings made by the use of more efficient policies counter-balance extra-expenditure needed to stay on top. Affiliation with Arizona Health Care Cost Containment System, (AHCCCS), provides quality hospitalization to inmates in approved hospitals under medical cover.

In a correctional facility worker safety is very important. The establishment of worker safety hotlines goes a long way in instilling worker confidence.

Recognition awards to outstanding employees restores pride of workmanship though some management experts differ suggesting these to be bribes to make the employee work harder. Ongoing training courses, most being self

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paced equip the employee to be better at their job while still maintaining flexibility, a key point in Denning's 14 Steps to Total Quality. All service operations are done under standard operating procedures.

The institution houses varying cultures and holds cultural days to raise awareness. The Arizona area is home to several minority groups, namely, Hispanics, Blacks, Alaska Natives, American Indians as well as Islanders from the Asian or Pacific islands (Arizona (Arizona Public Health Association, 2005)Public Health Association, 2005, p. 2). The employment code allows for the employment of employees from all cultural sectors to ensure representation for inmates from their own cultural circles. If properly enforced, this means that no patient would be left untreated or wrongly diagnosed for lack of proper communication. The Hispanic community is considered to be the largest and fastest growing minority group in the US. In keeping with this, some documents as well as the official website is available in Spanish. Lack of representations in print and electronic media of other minorities may be considered as failure to completely accommodate diversity but then it is always difficult to please everyone.

Since 2000, when the department began implementation of the TQM program they have made great strides to produce a quality service under a constrained environment, buffeted on all sides from external pressures such as low budget allocations and staff shortages. They have proved that quality systems can work in a health service environment, even under the National Health Service and that it is possible to provide constitutionally mandated healthcare with quality of service even in such an unlikely service environment.

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