

Six_sigma



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Six Sigma: St. Luke's Medical Center Six Sigma: St. Luke's Medical Center

The official website of St. Luke's Medical Center (SLMC) reveals " a 235-bed, state-of-the-art hospital located in Phoenix, Arizona, (offering)

comprehensive healthcare services, including emergency care, heart care, advanced surgical procedures, diagnostic imaging, orthopedic care, rehabilitation services, and help for a broad range of medical conditions"

(SLMC, n. d., par. 1). Like any other medical and health institution, the nursing department's operations could be improved using the Damic process (Carpenter Group, 2010) by pinpointing the root cause of problems

concerning the backlog of reportorial requirements expected from the head nurses of each unit. Apart from taking charge of governing staff nurses in

undertaking basic responsibilities in the delivery of patient care, head nurses are expected to comply with administrative duties of preparing weekly operations report, payroll, performance evaluation, inventory of hospital

supplies and equipment, among others. Alexandrou (2011) defined Six Sigma as " a methodology developed by Motorola that describes how the management of product and service delivery should be implemented"

(Alexandrou, 2011, par. 1). In this regard, SLMC could improve the delivery of patient care services through DMAIC, to wit: Define: SLMC need to design an innovative human resource strategy that would relieve head nurses of

administrative responsibilities to focus on patient care and thereby improve customer satisfaction, morale and productivity in the work place. Measure: How many times do head nurses fail to comply with administrative reports

which contribute to incomplete and outdated information needed by

management in decision-making process? Does failure in submission of

required reports contribute to low morale in the unit and in the performance

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appraisals of head nurses? How does the inability to focus on the delivery of patient care affect customer satisfaction, as a whole? Analyze: Failure of head nurses to comply with reportorial requirements mean that insufficient and critical information are not relayed to management in terms of the need to re-order on critical supplies; the need to update repair and maintenance of equipment; the proper development and maintenance of staff nurses to design scheduling for training, vacation leaves, as needed. The main goal is to improve the delivery of patient care and upgrade customer satisfaction to a maximum level. Improve: The administrative tasks should be assigned to unit managers, who are not nurses, to take the responsibilities of managing the unit in terms of compliance with reports, inventory of medical supplies and equipment, performance evaluation, and overseeing the budget of the respective units. Doing this would mean head nurses could focus on patient care and thereby improve customer satisfaction and overall morale. Control: Apart from compliance with administrative requirements, on one side, and the need to make customers satisfied through efficient and effective delivery of patient care, on the other side, control would come in terms of overall governance by a Department Manager, to ensure that both responsibilities do not contradict nor overlap each other. References Alexandrou, M. (2011). Six Sigma Definition. Retrieved 22 January 2011. < <http://www.mariosalexandrou.com/definition/six-sigma.asp>> Carpenter Group. (2010). The DMAIC methodology. Retrieved 22 January 2011. < <http://www.quality-improvement-matters.com/dmaic.html>> St. Luke's Medical Center. (n. d.). Home. Retrieved 22 January 2011. < <http://www.stlukesmedcenter.com/>>