Organization Management

Name

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Leadership skills in the field of nursing and health care are greatly important. The leadership skills of the nursing staff make the environment of the healthcare organization well- managed and capable of providing quality service and healthcare facility to the people in need. The unique aspects of the nursing management, expertise, and skills to manage the healthcare setting provide them the opportunity to provide a better service and contribute to the ratio of healthy population in some specific setting. Managing the human resource, as well as taking care of the roles and responsibilities of the nursing profession are among the top priorities of the nurse leaders. The efficient performance of the nursing staff in any given setting determines the quality of service, as well as ensures the safety and recovery of the patients. In order to develop the performance data scorecard, which can be used to focus on outcome measures in the healthcare organization, the identified patient population is the patients brought in the emergency room. The patients brought in the emergency rooms of any healthcare setting are in critical conditions and require the efficient movement and performance of the healthcare staff, in order to recover and become healthy again.

The outcome measure related to the emergency patients for the indicator of performance is the mortality rate of the patients brought to the emergency care of the healthcare organizations. The low mortality rate would be the indicator that the nursing staff or the healthcare staff was able to save the lives of more and more patients, by providing them care and treatment at the most critical time. On the other hand, if the mortality rate is high in the emergency room of the health care organization, it denotes the fact that the nursing staff and the healthcare staff need to improve their performance. It also sheds light on the perspective that the nursing staff needs to improve their skills and strategies, in order to save more people in the critical conditions. The outcome measure related to the emergency patients, regarding the indicator of quality, is the safety of care. It identifies if the patient was provided with a safe, as well as scientifically proven and evidence-based treatment procedure. During the critical phase of their life, the patients need to be treated while following the evidence-based practice. Following a new, and less developed treatment procedure can be risky and end the life of the patient as well. So, it is very important that the nursing staff maintains the quality of service and provides the best available treatment procedure to the patient, instead of taking the risk and testing a new treatment procedure on the patients. The outcome measure related to the indicator of patient safety, in case of emergency patients, is the effectiveness of care. The nursing staff would only be able to ensure the safety of the patient brought in a critical condition in the emergency room if they provide the effective care plan to the patient. It does not only involve the treatment provided at the time the patent was brought, which actually saves the life of the patient. However, the next few hours are most critical for most of the patients brought in the emergency care, so it is quite essential for the nursing staff to observe every change in their condition and adjust their treatment procedure accordingly. So, the patient safety after being treated at the critical time depends on the effectiveness of the care provided by the nursing care staff. The outcome measure related to the indicator of employee engagement in the case of emergency patients is the efficient use of the workforce. It is quite essential in the healthcare setting that the nursing staff takes care of the needs of the patients while observing their conditions, managing their tests and treatment procedures. On the other hand, if the nursing staff ignores the needs of the patients and stay busy in the superficial task, it raises a big question on their performance (Kutney-Lee, Germack, Hatfield, Kelly, Maguire, Dierkes, & Aiken, 2016).

The necessary processes that drive the outcome measure of performance are patient satisfaction. It is the foremost duty of the nursing care staff to ensure patient satisfaction. In the case of emergency patients, it is only possible if the patient is saved during the critical phase of his life. If the nursing care staff were not able to play their effective role in saving the life of the critical patients, they would be able to ensure the patient safety. It is very important for them to educate themselves with the latest training and skills, in order to play an effective role and contribute towards saving lives. The necessary process that drives the outcome measure of quality is the provision of medication to critical patients. It is very important to keenly observe the patients passing through the critical stage and take notice of their heartbeat, fluctuations in blood pressure and provide them with the medication accordingly. It is crucial because the negligence or carelessness of even few minutes can put the patient in the struggle of life and death. The necessary process driving the outcome measure of patient safety is observing the critical condition of the patient, as it has been explained earlier that the negligence of the nursing care staff can increase the chances of expiry of the patient. So, it is quite essential to observe the patient and utilize the necessary treatment measure, during the critical condition, in order to ensure the safety of the patient. The necessary process that drives the outcome measure of employee engagement is ensuring that the nursing care staff is fulfilling their assigned responsibilities and contributing towards the betterment of the condition of critical patients. Another indicator which is quite important for the nurse leader to monitor on a regular basis is to check if the nursing staff is taking part in training and workshops to increase their knowledge and improve their skills. The nursing care staff can only improve their skills by learning and practicing. So, it is quite important for them to take part in the training and learn to perform better in the critical condition (Keyko, Cummings, Yonge, & Wong, 2016).

The three advantages of performance data scorecard are better strategic planning, improved communication, and improved performance reporting. The performance data will help the nurse leaders to improve the strategic planning and develop the framework for improving the care procedure in the emergency departments. The improved communication and performance reporting will further communicate the needs of nursing care staff, in terms of developing their skills and playing their role efficiently.

Current trends in healthcare which are specifically related to employee engagement are goal setting and providing continuous feedback. When some employee joins the health care organization, it is the responsibility of the nurse leader to introduce him/her to the work environment. Moreover, the employee should be explained about the goals of the setting as well as their role. In addition to it, the employees should be provided with continuous feedback about their performance which would provide them the opportunity of improving their performance and achieve progress in the work environment. There is a strong relationship between employee engagement and healthcare quality. The quality of the healthcare would only improve in the case, the employees are greatly motivated about their role and position in the work setting and perform their duties efficiently. Goal setting and feedbacks can help them know that their efforts are being accounted for and appreciated, which would motivate them to perform even better. The current tool in the organization, which is the data scorecard, adequately provides nurse leadership with data regarding employee engagement. It provides the information regarding the performance statistics of the nursing care staff and highlights their strengths and weaknesses (Merkley, & Mcallister, 2011).

To improve employee engagement, the goals and strategies can be developed. According to the developed plan, the goals should be set for the employees to depict the basic improvements in their skills and abilities. They should be able to perform efficiently and calmly, in critical situations. They should be rewarded with promotion in their role and responsibilities, as well as authorities, in case they depict outstanding performance. Strategies can be developed like improving the communication, taking part in the training, as well as taking the lead position in conducting the training, to assess the performance and engagement of the nursing employees in the given setting. The bets leadership practices that improve the employee engagement include leading from the front, instead of passing on the orders. In addition to it, providing continuous feedback, while highlighting the weaknesses and strengths of the employees provides them the opportunity of staying focused and perform even better (Shirey, 2017).

The nursing leadership is one of the most critical positions, which provides the opportunity to the nurse leader to ensure the quality of the health care system and provide a better service to the people in need. The nurse leader has the authority of observing the staff, providing them with the guidance to improve their working. The purpose of the nursing care staff is to improve the health statistics of any society and ensure the well-being of humanity. The nurse leader can play an effective role by providing guidance and feedback to the staff and implementing the care strategies in the health care setting.

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