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Response

I like the post of Stevie because he has discusses the goals and role of healthcare institutes. I agree that the central goal of hospitals is to offer care to the people by adopting effective healthcare model. However maintaining financial stability is also very important for these institutes. Efficient management of finances and budget is important for running healthcare institute (Pynes & Lombardi, 2012). I agree that integration of business principles assist healthcare institutes in enhancing quality of care. The healthcare providers need to focus on the needs of the patients and respond to the ones with worse conditions more immediately. This can help them in saving their lives by responding on time (Montefiore, 2013). This also requires reducing the wait time spent by the patients in emergency. The principle reflects giving education to the nurses and staff for adopting the right strategies. The first principle is thus focused on training staff for using resources appropriately.

I agree with Stevie that the second principle for improving the healthcare model is managing employees. Building strong and reliable employees is crucial for the success of hospitals. This requires for the institutes to retain experienced and skilled staff. I think hiring the right people for different jobs must be matched according to the skill sets. I agree that the third principle is managing customer expectations (Maurer & Smith, 2012). In the current period healthcare institutes have become more customer-centered due to increased competition in the industry (Westbrook, Rob, Woods, & Parry, 2011). Provision of high quality service is thus crucial for staying in the healthcare industry.

I strongly agree with Stevie that the hospitals and clinics must adopt business principles for attaining competitive advantage. This allows institutes in management of resources, staff and facilities more appropriately. These three are best principles that can be implemented for attaining the model of high quality care.

# References

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