Strategies to Achieve Performance Excellence in Health Services Organizations

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**Introduction**

Health Services Organization is an organization or institution which is composed of resources, and peoples that are capable of providing and delivering the healthcare services to make sure that the healthcare needs of the population are met. The health services organization consists

1. The patient
2. The team or individuals who are providing the care services
3. Infrastructure which should be helpful in providing safe and easily accessible services to the patients/individuals.

A health service organization should not only be catering the patient of the general population but also to the general families. Communities, and populations (Goodwin, 2006). Since, their role in the certain designed community is not just limited to the care of the individuals and the patients but to a wide range of general families and communities, so an optimized and fully functional performance is necessary for them. There are multiple strategies and models which highly excel in the use of their designed strategies and methods to achieve performance excellence in your organization. But, here Baldrige framework will be used to achieve performance excellence in the selected HSO. This framework is used for the empowerment of an organization regardless of its size, manufacturing area, services. This will essentially help reach the government to

* Show more competition in the markets
* Achieve your goals
* Improve the results of the strategy

The framework designed includes performance excellence. It includes

1. Criteria
2. Interested concepts and interrelated core values involved in the Performance Excellence
3. A maturation system that lets you know the maturation of your organization over the passage of time (Griffith & Pope, 2015).

This will help the organization in providing a zero defective outcome, and zero patient harm as the only strategic goal for the performance excellence strategy.

**Selected HSO and the incorporation of the Baldridge Criteria:**

The Health Service Organization that will be used here for the incorporation of the Baldridge performance excellence will be Center For Advancing Health as this can greatly benefit through this in the term of general categories. In specifics, the criteria that would benefit from this will focus on leadership, workforce results that are involved in managing operations, customer measurement, and the overall analysis of the Center For Advancing Health Organization (CFAH). CFAH was founded in 1992, by Jessie Gruman (late) (Gruman, 2010) and ever since it has aimed to increase the engagement and involvement of the people in health and health care. They are providing extreme health professionals to exceed the active participation in the healthcare of the patients.

The Center used the Engagement Behavior framework for all of their work. It involves a comprehensive list of all of the actions must take to benefit from the care. Their assurity consigns within the approach that every adult in the U.S should have the ability to perform these healthcare behaviors through proper knowledge and its practicality. The values and the vision of the mission from the CFAH are focusing on implementation of the actual results which can be vetted in against the results in the adults received by the healthcare provided by the Center. Here, we will perform one of the Baldridge Criteria for the Performance Excellence to the Center for Advancing Health. We will use the Strategic Planning. As the center is involved in activities that use knowledgeable research to teach the adults of the U.S, there is a strong need for the implementation of a good Strategic Planning. Strategic Planning will be used to set out straight priorities, help them properly focus on the energy and in the appropriate utilization of the resources they have been allotted, operations strength, make sure that all the stakeholders of the company and other employees are working towards a single and a common goal, which should be to increase the outcome results than the efforts being taken for the organization, and how it should adjust and react to a changing environment (Progra., 2005).

**Strengths and Weakness of the HSO depending upon the Baldridge Criteria:**

According to the criteria that is selected for the CFAH, the CFAH holds one of the best methods of Central Engagement behavior framework which highly utilizes a control communication behavioral system among all the employees to ensure prioritized and resourceful planning.

**Strengths:**

Local Approach

Availability of the Experienced Physicians

Proper implementing techniques for teaching adults the knowledge of health care and its applicability.

High Skilled Strategists that will be used for the implementation of their Strategy

Prioritizing Fewer costs administration on the outsourcing events

Generating outcome through cluster transfer

**Weaknesses:**

Faulty strategic planning in the case of unforeseen circumstances

No reliable Ethical approval for the legal concerns that the general adult population can work on experienced healthcare practices.

No experienced demonstration through proper resource finalization and utilization

No strategy for teaching the adults the risks and concerns on the implementation of these methods.

**Baldridge Recognition:**

There are eligibility criteria which needs to be met in the case of any Health Services Organization to be associated with the Baldridge awards. The basic requirement that your organization should lie in one of the industries that include are nonprofit, healthcare, education, small business, service, and manufacturing. After going through the general criteria, the organization should meet all of the conditions that are mentioned below.

The Organization is headquartered in the United States

It has been in the foundation or existence for at least one-year duration

It has the capability of responding to all of the seven Baldrige Criteria's and can share the information on the criteria based practices.

The Operational practices and all of the major functions of the organization should be available in the United States for the Examination.

**Implementation of the Steps:**

However, as much as the Center for Advancing in Health fulfilled all of the eligibility requirements, there are some problems which are being faced when corresponded with the criteria for the Performance Excellence that included Leadership, Strategy, Customers, Measurement, analysis, and knowledge management, Workforce, Operations, and Results.

The Center was lacking in the appropriate measurements, analysis and knowledge management of the knowledgeable strategies which was affecting the results of the center. There were certain steps that involved complications and challenges within the implications. These steps were considered important in meeting the standards of Baldridge Recognition as there is a strong need for the fulfillment of the requirements and to be eligible for the Performance Excellence and lie within the seven designed criteria.

For the implementation of the steps, we analyzed the factors which were causing blackness in the commitments, increase in the costs, the delivery time of the individual events and Community Educating Programs of the Center, decline in the transfer rate and practicability of the knowledge. The implementation started with related data collection by the Manager Administration, collected the data for a month, analyzed it and made the effective measurements which were used to cause a problem in the measurement, analysis and the knowledge management. The implementation of this strategy should be kept to a group of 15 people maximum and done through multiple groups. Otherwise, it would make the analysis more complicated and challengeable.

**Challenges:**

During the implementation of those steps, there were certain steps that were occurred during the implementation of the steps. These challenges were Innovation, Operational Excellence and Human Capital. The challenges that were faced during the innovation was creating an innovation culture and environment among the employees and making them involved in intelligent and strategic risks taking and incorporating the innovation needs of the strategy into the workforce. For the Operational Excellence, the challenge was making sure that employees engagement to the productivity rises to a certain level, and assess the factors which were causing a decline in the engagement of the workforce. This factor was hard to discover because of inter-employees involvement. The Human capital challenges were to make sure that certain effective system for the performance management is involved, which provides development in the learning capabilities of the employees of the organization which at the end will ensure betterment in the measurement, analysis and the performance management of the operational workplace and the workforce as well. This challenge retaliated in making sure that employee engagement is raised by enhancing senior management effectiveness. This will create an open communication environment that will ultimately benefit the human capital in terms of high performance and a highly engaged workforce.

To address the challenges as described, in the future, as a caring administrator, I will certainly prefer to follow the Baldridge Criteria for Achieving Performance maximization in the prescribed servicing area. I will certainly pursue strong leadership skills among the workers, a healthy and researched strategy to ensure effectively and outcome targeted results, the best line of potential customers, performing and conducting measurement, analysis, and management of the data once every two weeks and after every month, create a highly engaging workforce which conducts open communication through which, an increase in the operational excellence would be highlighted. This will pursue a better outcome in the results of the Health Service Organization (HSO).

# **References**

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