Effective Leadership and Communications

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**Design ways to meet new challenges, considerations, and risks of the technology environment using sound management principles.**

After analyzing the case of the Vila health’s main hospital, it can be seen that the problems regarding the organizational billing software could be solved, but there are a few challenges that need to be overcome to fully fix the problems at hand. Management techniques can be used to solve these problems as it will help us in retaining the current product supplier as well as fix the issues that the company is having.

Firstly, the problem with the organizational billing software needs to be communicated to the supplier. This would be done in a good interpersonal style so as the supplier does not feel that the whole blame is being put on them (Amankwah-Amoah, et al, 2018). Further, it will also allow for both the supplier and the hospital representative to sit down and identify opportunities and places for improvement. This will decrease any sort of communication problems between the two parties and help to resolve the issue more effectively. This will also reduce the chances of any risk of conflict between the two parties and both the hospital and the supplier would be kept satisfied with how to fix the problem at hand.

Secondly, the supplier can be shown the performance of the software over a long period. This will enable him to understand that the problem is not new and that it has been occurring over some time now. This will also allow the hospital to show how much loss of productivity has happened due to the use of the faulty organizational billing software (Johnson, 2017). Furthermore, feedback from the employees and customers can be shown to the supplier so that he can get a better understanding of how much immense this problem really is and how much effort they have to put into fixing the problem. This will make the suppliers understand their fault and prompt them to resolve the problem as soon as possible.

**Identify opportunities to act in a leadership capacity in the implementation and use of health care technology and solutions.**

There are several opportunities that could be used in order to stand out in a leadership role during the implementation and use of healthcare technology and solutions. These opportunities start off from the implementation of the technology till dictating to the users of how the technology can be used.

Firstly, leadership opportunity is to lead the other employees in the hospital and be able to work in teams while using and implementing health care technology. Studies have found that a collaborative format of the organizational culture is very beneficial for institutions. Participative management style should be adopted while using the health care technology. This will effectively improve the ability to build relationships and would allow a successful leading of teams in order to complete projects in the hospital. Furthermore, this opportunity will also allow for space to be developed in order to face any more problems arising from the organizational billing software.

Furthermore, a leadership opportunity is also presented in the form of adapting the new circumstances. This is a fact that new technology will be a challenge to understand and implement, but due to close relations with the supplier and having immense knowledge on the working on the technology, the other employees will need guidance for the use of the software (Patterson, et al, 2011). This is because they were already facing a high amount of problems regarding the old organizational billing software and will have limited understanding of the new technology implemented. This will increase the resourcefulness and increase the adaptability and commitment of the different health professional working within the hospital.

References

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