Administration in Healthcare Services

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**Introduction**

Healthcare management is a very sensitive job. The risk factors involved in this field are much higher as compared to any other field due to the inclusion of human life. The healthcare sector involves playing with the human lives (literally) as it aims to manage, maintain, protect and improve human health at any cost. Hence the manager of a healthcare facility has to be very vigilant while making any decisions, whether small or big (Robbins, Bradley, Spicer, & Mecklenburg, 2001). A manager, no matter he is managing a big healthcare facility or small, needs to manage the affairs of the facility very smartly (Nat Natarajan, 2006). These matters may be purely related to the staff or to the health of any specific patient. The following details entail the practices that a manager should adopt while managing a healthcare facility; what kind of corrective action he or she should take, what organization hierarchy would be followed and what type of facility it would be.

**Discussion**

The management of a healthcare facility involves different tasks which mainly revolve around the smart planning and then implementation of these plans. These responsibilities making a correction plan and then taking action over that plan in addition to planning a change in the organization and overcoming the resistance over that change.

**Corrective Action Plan**

A corrective action plan is a plan or a road map that is designed to bring improvement in the attitude and behavior of an employee. This plan is used when all the other methods, like counseling and verbal warnings, have been used and nothing has worked. A corrective action plan is a next step to all these methods. A corrective action plan, in the case of a healthcare organization, for an employee, comprises of various actions and steps that would prove to be beneficial for the healthcare facility and the employee as well. A sensitive aspect in the case of healthcare is kept in mind that this corrective action is taken without disturbing the balance of the organization, especially the services being provided to the patients.

**Handling Resistance to Change**

Change is the only constant thing. You cannot resist change at any cost. Change is the sign of prosperity and progress and guarantees moving forward. The business scenario of the whole world is undergoing a great amount of change every moment. At one moment many companies are earning great profits in the market, the other moment, the same organizations are bankrupt. A similar case can be seen in the area of healthcare. Healthcare industry is also undergoing a number of changes in the current times, especially with the advent in technology. There is much new equipment that is being introduced in the healthcare industry which is greatly changing the environment of the industry, thus, its I necessary for the manager to keep an outlook for the new technologies and then cater the resistance that is arising due to these changes (Rajalakshmi, Mohan, & Babu, 2011).

**Organization Charts**

Organizational plans or charts are the diagrams that exhibit the hierarchy of a company. These charts can also be known as the blue prints that can help the employees to understand the chain of command in an organization.

**Mission and Value Statements**

The mission and vision statement of an organization depict the goals and objectives of an organization. Any company or organization, working in any area, has a distinct vision and vision statement, which lets its customers and stakeholders get a knowledge about its objectives and the reason of its presence in market. A vision statement is also known as values statement

**Type of Healthcare Facility**

This healthcare facility will be a fully functional hospital equipped with all the latest facilities.

**Locations**

In the initial stages, the healthcare facility or the hospital will be started at two rural locations in Houston. The decision for initiating the project from rural locations is due to the fact that the people from the rural area, who cannot travel to cities to avail better healthcare services, can get state of the art services at their doorstep.

**Propriety Facility**

This healthcare facility will work both as a profit-earning and non-profit healthcare organization. Those patients that can afford to pay for the medical facilities will have to pay and the poor patients who cannot afford the healthcare facilities, will not have to pay a single cent.

**Inpatient/ Outpatient Requirements**

This healthcare facility will provide both the facilities of inpatient and outpatient to its patients. The patients who require admitting and longer care will be admitted to the hospital. These patients will be provided a bed in the ward (or a separate room) depending upon the need and demand of the patient and will be kept on the overnight basis if required.

**Staff**

The staff of this healthcare facility will consist of all the kinds of doctors and specialists including general physicians, physiotherapists, psychotherapists, psychologists, oncologists, endocrinologists, dentists, gynecologists and many more. The staff will also consist of trained nurses, ward boys, and professional cleaners.

**Conclusion**

In a nutshell, it can be seen how tough managing a healthcare facility can be. A manager has to take care of a number of factors, including the location, the staff, the equipment in the hospital, etc. while keeping the safety, security, and health of the patients on the top priority. A manager should keep an outlook for the resistance in change and strive to keep its employees motivated. In addition to this, he or she should decide the mission and values of the organization and keep sticking to those values, with making the staff do so as well.

**References**

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