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**The Success of the Performance Improvement Plan**

***Financial Implications of the Improvement Initiative***

The success of the proposed improvement project will result in improved communication, skills, and knowledge among the employees. According to Ertan and Sesen (2019), adequate training and communication among care practitioners influences the quality of care, facilitates food decision-making, job satisfaction, and significantly impacts patient safety. In addition to improving the quality of care and patient safety, the initiative will help cut the costs of care, hence avoiding unnecessary time and resource wastages. A primary implication of inadequate employee training and poor communication is delayed, inappropriate or expensive treatment and medical errors, which ultimately increases the costs of treatment (Iliopoulos et al., 2018). As a healthcare provider, one of the ABC Hospital of Texas's priorities is liability elimination. When patients undergo wrong diagnoses, delayed or improper treatments, or incorrect medications due to employees’ inadequacy or poor communication, the facility suffers reputational and financial consequences.

 Proper training and communication will increase the competency of the healthcare professionals at ABC Hospital of Texas, saving the company from financial and time wastages by reducing errors that may directly or indirectly cost the hospital, such as lawsuits for wrong medications or negligence. Employees will also be able to attend to patients promptly and effectively, saving time, allowing the facility to serve more patients, and avoid prolonged hospital stays and readmissions (Ertan & Sesen, 2019). Further, employees will be equipped with relevant skills to prevent mistakes such as wrong record keeping and inventory errors that cost the hospital millions through wastages. Adequate employee training and communication will also lead to workers' satisfaction hence reducing turnover and related costs.

***Impacts of the Existing Information Management Systems on the Project Success***

Information management systems will help in gathering, compiling, and analyzing health data to aid in the management of the employees' training needs, and weaknesses in the communication systems across ABC Hospital of Texas. The hospital has various information management systems that will support the proposed quality improvement by facilitating workers’ training and communication improvements. One of ABC Hospital of Texas’ information management systems that will significantly support this initiative is the employee portal, which will provide an engagement platform. Through the employee portal, the organizational leaders and the team can easily interact to understand their training needs and weaknesses (Sulieman et al., 2020). The team will also use the portal to maintain communication with the employees during and after the project allowing them to express their concerns and give feedback.

Besides, ABC Hospital of Texas will also use the human resource management system (HRMS) to ensure the continuity of the proposed improvement initiative. According to Flynn et al. (2021), HRMS helps healthcare facilities fully understand their workforce by assessing their training needs to understand areas requiring individual workers' improvements. The employees will then receive continuous training and appropriate communication channels established to facilitate information exchange between peers and across different departments.

***Organizational Processes That Will Allow Continued Validity of the Initiative***

A primary organizational process that will help allow the continued viability of the proposed quality improvement is continuous employee training and development. Notably, ongoing training allows honing employees' knowledge and skills and offers the organizational leaders clarity of workers' strengths and weaknesses. Continuously training the employees will ensure that workers at the ABC Hospital of Texas are always equipped with best care practices and kept up to date with any changes in healthcare.

Additionally, the ABC Hospital of Texas will maintain clear and well-established communication channels, ensuring that workers can freely and easily express their concerns, ask questions and give feedback. The organization will encourage the employees to use the hospital's suggestion boxes either physically or online to communicate with their leaders at all organizational levels. Besides, employees will also be continuously trained on key communication skills and strategies. The department leaders will be required to set up adequate communication channels for their teams and across the department. Employees will be encouraged to express their training needs and deficits with their departmental leaders.

Lastly, all new hires will undergo vigorous training to incorporate critical communication skills and other aspects relevant to their job description and assigned roles. The existing employees will then undergo periodic and performance evaluations to assess their weaknesses then be subjected to training programs that match them. For practical training and development, ABC Hospital of Texas will ensure to have effective reward and motivational programs to ensure their workers are satisfied at all times.

***Interdepartmental Communication Necessary for Continuous Engagement in the Initiative***

Interdepartmental communication entails formal information exchanges between and among various organizational departments. Shuaib and Tiwana (2014) posit that interdepartmental communication provides a valuable and convenient way of passing information and ensuring the different departments maintain touch. For ABC Hospital of Texas to ensure continuous engagement in enhancing employee training and adequate communication, official memorandums will be shared with all department leaders sharing with their teams. Notably, the memo will also be shared online through company employees’ online platforms for ease of access. Important training programs and materials will continuously be shared over the company's social media platforms, and employees are encouraged to engage with each other on these platforms. Department leaders will be assigned the task of ensuring their teams have the right communication channels and skills and that they can easily communicate with each other and the patients.

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