

Human Services

WINTHROP-UNIVERSITY HOSPITAL Department of Obstetrics and Gynecology

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PROJECT: Reducing Ineffectiveness in a High Volume hospital private practice

INTRODUCTION: Ineffectiveness is a costly factor for any business. In a high volume private healthcare practice, ineffectiveness not only creates a financial impact, but also impacts patient care.

ASSIGNMENT: The intern selected will focus on the cause and effects of ineffectiveness by observing the everyday activities conducted at the private practice. This project will involve interviewing the employees in different positions of the practice to analyze how their workload impacts the operational performance of the practice i.e. patient scheduling process, patient check in, delays in paperwork, lab results, long procedure room turn around times, workload imbalances, employee absenteeism, billing process, indecisions in management, etc.

CORRECTIVE ACTION: Collaboratively, the intern will meet with the department heads involved and present (power point) the problem areas, proposed solutions, and discuss the financial benefits in improving these areas of the operation.

IMPLEMENTATION: With the approval and support of the department heads, the intern will implement the corrective action.

CONCLUSION: Measurable outcome to be presented for discussion and review.