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by Df Df

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Special Report: Operations Management in Healthcare Administration Internship

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Special Report: Operations Management in Healthcare Administration Internship

Introduction and Background Information

This comprehensive report chronicles my experiences and insightful insights during my internship in healthcare administration at the Lab test project. The primary focus of the report is the component of operations management within the medical facility. The objective is to offer insights into the clinic's daily activities, challenges, and potential improvement areas and understand the research's context and rationale. The healthcare sector is distinguished by its intricate nature and the imperative for streamlined operations to uphold the quality of patient care. The field of operations management is of paramount importance in the optimization of processes, resource allocation, and overall efficacy of healthcare facilities.

Scope and Objectives

The primary aims of this report involve presenting a comprehensive overview of the daily activities undertaken during the internship. Secondly, the report identifies the fundamental operations management practices employed within the clinic and analyzes the challenges encountered in operations and administration. Finally, the report proposes recommendations for enhancing process improvement within the given context.

Daily Log Overview

The daily log documented the various tasks and responsibilities undertaken throughout the internship. The log provided evidence of my engagement in a diverse range of tasks, encompassing appointment coordination, maintenance of patient records, processing of insurance claims, management of inventory, and provision of support for front desk operations. In a different perception, the daily log overview summarizes the activities and events on a given day.

Key Activities and Insights

1. Management information systems involving enhancement of clerical skills aimed at reducing patient wait times and optimizing healthcare provider productivity.
2. Clinical operation, Marketing, and strategic planning involve mastering skills of different programs and software used in the clinic.
3. Operation management and governance, including arranging patient records to underscore the significance of precise data input and maintaining electronic health records in facilitating uninterrupted patient care.
4. Managing medical supplies and equipment highlights the importance of maintaining appropriate inventory levels to mitigate the risks of shortages or excessive stock.
5. Finance and accounting in the process of insurance claims processing, focusing on the careful management of claims and recognizing the importance of accurate documentation in facilitating prompt reimbursement.

Challenges Faced

The clinic faced different forms of workflow bottlenecks involving instances of work congestion. The situation highlights the necessity of process optimization to improve overall efficiency. Second, the clinic faced challenges in incorporating new technology systems into their existing operations, resulting in inconsistencies in data and disruptions in their overall functioning.

Improvement Recommendations

1. Undertake a comprehensive process mapping exercise to discern areas of congestion and enhance the efficiency of workflows. The application of lean management principles can be utilized to effectively eliminate superfluous steps (Buljac-Samardzic et al., 2020).

2. Deliver comprehensive training sessions to staff members to optimize their proficiency in utilizing new technology systems, thereby minimizing errors and augmenting data precision.
3. Adopt data analytics tools to monitor patient flow, resource utilization, and appointment patterns. These tools will facilitate informed decision-making within the healthcare setting (Kraus et al., 2021).
4. Adopt a patient communication enhancement system that utilizes automated appointment reminders and follow-up communications. This system aims to enhance patient engagement and mitigate the occurrence of missed appointments.

Conclusion

In conclusion, during my internship in healthcare administration, I gained valuable insights into the operational management aspects of a clinic. I had the opportunity to observe the dynamic relationship among streamlined procedures, patient contentment, and the provision of high-quality healthcare services. Through the identification and resolution of obstacles, as well as the implementation of suggested enhancements, the clinic has the potential to optimize its operational efficiency and elevate the quality of care provided to patients.

References

Buljac-Samardzic, M., Doekhie, K. D., & van Wijngaarden, J. D. (2020). Interventions to improve team effectiveness within health care: a systematic review of the past decade. *Human resources for health*, 18(1), 1-42.

Daily logs

Kraus, S., Schiavone, F., Pluzhnikova, A., & Invernizzi, A. C. (2021). Digital transformation in healthcare: Analyzing the current state-of-research. *Journal of Business Research*, 123, 557-567.

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