

Assessing Your Operations/Process Management

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What are your organization's key work processes?

What are the key requirements for these work processes?

How do you design your health care services and work processes to meet requirements?

How do you incorporate new technology, organizational knowledge, evidence-based medicine, health care service excellence, patient and other customer value, consideration of risk, and the potential need for agility into these services and processes?

How does your day-to-day operation of work processes ensure that they meet key process requirements?

What key performance measures or indicators and in-process measures do you use to control and improve your work processes?

How do these measures relate to the quality of outcomes and the performance of your health care services?

How do you address and consider each patient's expectations?

How do you explain health care service delivery processes and likely outcomes to set realistic patient expectations?

How do you factor patient decision making and patient preferences into the delivery of health care services?

How do you determine your key support processes?

What are your key support processes?

How does your day-to-day operation of these processes ensure that they meet key organizational requirements?

How do you improve your work processes to improve health care services and performance, enhance your core competencies, and reduce variability?

How do you pursue your opportunities for innovation?

How do you pursue the strategic opportunities that you determine are intelligent risks?

How do you make financial and other resources available to pursue these opportunities?

How do you discontinue pursuing opportunities at the appropriate time to enhance support for higher-priority opportunities?

How do you ensure effective management of your operations?

How do you control the overall costs of your operations?

How do you incorporate cycle time, productivity, and other efficiency and effectiveness factors into your work processes; prevent rework and errors, including medical errors; minimize the costs of inspections, tests, and process or performance audits, as appropriate; and balance the need for cost control with the needs of your patients and other customers, when they differ?

How do you provide a safe operating environment?

How does your safety system address accident prevention, inspection, root-cause analysis of failures, and recovery?