

Quality Management And Productivity Of Baptist Hospital Miami

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Introduction

The Baptist Hospital is the largest non-profit hospital in Florida. The hospital's headquarters is situated in Coral Gables, Florida. The health centre handles around one thousand patients annually. Patients from the Caribbean, South America, and Central America consistently visit the hospital. The eleventh general hospital in the United States received the magnet of excellence in the field of Nursing and health care. The hospital has its 50th year of operation. According to global research, the centre is listed as one of the hundred best companies during the year of 2017.

Discussion

Baptist Health is among the four best companies in Florida and is the only healthcare provider in the state. The centre has consistently enjoyed a healthy status for the last seventeen years as a prestigious service provider place. The level of trust and the working of the employee is very high and provides a professional workplace culture. Employees in the organization are interested in and love their work, which enhances the progress of the organization. According to the chief executive officer of the organization, caring is the primary motive and logo of the company. The care for the employees and the community is the top priority of the health centre. The support of the employees by management allows them to take care of each other, specifically, the patients who always demand care.

The higher standard of clinical care and excellence in the services are the key objectives of Baptist Health in Florida. The company has incorporated professionals who are compassionate and bright in their behaviour towards dealing with the patient (Ginter, 2018). The employees enjoy a number of benefits, including the care of on-site child-caring facilities and services. Other benefits for the employees are paid time off cashouts, interest-free loans, free online and on-site education, and the proper retirement plan with significant benefits. The program of award wellness, which includes the free clinics on-site along with the fitness centres, is all to facilitate the employees of the company. The training clubs, nationally recognized classes, and professional health management are also included in the benefits provided to the workforce.

The enlistment of the company among the top hundred best service providers shows that the leading company is on the frontline of the new business frontier. The company is developing the full human potential of all the workers serving in the Baptist health care. It also tries to build more

professionalism in the workplace to increase incentives for international patients. The high-trust culture fuels better business results. The study shows that those healthcare centres, along with the Baptist, outperform the stock market and increase their finances. When it comes to the retention of talent and demonstration of a higher level of performance, the health company flourishes over all of its competitors.

The largest healthcare organization, Baptist Health, have different branches. It is the largest centre in the Florida region (Graban, 2016). The network includes the Homestead Hospital, South Miami Hospital, Mariner's Hospital, Doctors Hospital, west Kendall Hospital and the Children's Hospital. There are fifty outpatient and care facilities available in the hospital. The Baptist Health Quality Network, the internationally renowned Center of Excellence, and the Baptist Health Medical Group are among those facilities provided by the Health Care Center. The organization is purely non-profit and is financed by philanthropists. The centre is committed to the faith-based charitable mission of providing excellent services in the field of medical sciences. There are around twenty-four hundred affiliated physicians and sixteen thousand employees who are working for the greater service of humanity.

The company is regarded as the best healthcare provider and one of the major ethical medical centres. The ranking of the company is judged on the basis of feedback from the two lac employees about the great place for working (Weismann, 2017). The quality of the communication and the degree of support for the workers were also assessed along with the professional lives of the workforce. The hospital is determined to provide for the health needs of the residents of Miami. Certain models are adopted to cure the patient in emergency and any acute health problem. Many residents have received intervention from the specified programs of the health centre. The holistic model is applied to the people seeking care with the specialist and the community health centres.

Mental health issues related to dental problems are part of the holistic model. The larger size of the Baptist Health can have connections with the smaller community base units. The cooperation and coordination among those health centres that are integrated with the Baptist Company will effectively reduce the barriers to health care for the residents of Miami. The cooperation also helps in discharge planning, especially for older adults. The coordination will also help the patients who are readmitted from the penalties of payment. The patients who are regular visitors of the hospital revealed that the leadership role is best suited to the Baptist hospital (Ibarra, 2016). The participation in the consortium for the healthy Miami and the health promotion work for the local residents with the coordination of the University of Miami provides a comprehensive look at the hospital for assessment of patient needs.

There are other centres that help people of different ages. The Children Trust could provide support and educational guidelines for first-time mothers so that they can support their children (Graban, 2016). The number of adult's health is mostly affected by their childhood. For the positive impact on the children's health, Baptist Care is consistently supporting the patient in collaboration with country public schools located in Miami. Research conducted for the analysis of the services provided by the hospital shows that planting vegetable gardens and the hand washing campaigns in the schools have

a significant impact on adult's health. People and community members are also involved by the company for better and more effective service results.

There are certain concerns that service providers are not accepting Medicaid and new patients. Residents need more healthcare specialists, and because of the limited experts and providers of health services, people face critical health problems. Residents of Miami feel that care centres are like their homes, especially those belonging to Baptist Health. There is also the problem of the lack of proper insurance and access to quality and affordable care. Most consumers choose to reach out to an emergency room for early intervention for their diseases. People also try to solve their issues as soon as possible because of the danger that disease could become a crisis for them.

Those patients seeking care also have concerns that they might not be admitted to the hospital or be unable to pay the expensive bill. Substance abuse and mental health issues are the most serious problems for the residents of Miami, but they lack the care of certain health centres. There is little or no support for these services. Consumers have said that they prefer to go to hospitals that have the best reputations (Weismann, 2017). In this regard, they are mostly satisfied with the services and care provided by the Baptist health centres. People also said that they would like to bypass the nearby centre for better services and health and always prefer to choose a reputable health institution. Quality of the healthcare services is always the key factor in the choice of Miami residents.

The speed and the immediate services are also important. Baptist hospitals in this range care about all the means to check the speedy process of the health services they provide. The level of empathy should always be high and must be consistent with the volunteers and the hospital staff (Ginter, 2018). Studies confirm that Baptist Hospital provides satisfactory services regarding speedy interventions and a high level of empathy. The cafeterias and the gift shops of the Baptist centres are excellent arrays of choice for hospital management. The use of pet therapy for the youngsters and the elders is also commendable.

Deficiencies like the long wait at emergency rooms and the difficulty in booking appointments are not practised in the Baptist hospital. The poor bedsides and the communication of staff in other health centres halted the care of the patient. Special care is practised in the hospital during the insertion of an intravenous line. The training, background, and competency of the physicians are also important for the patients.

Conclusion

In conclusion, the quality and product management of the Baptist Hospital Miami is highly commendable. The company favours accomplishing all the important and basic needs of the residents of Miami. In national and state affairs, Baptist Health is committed to providing patient safety and quality health care. Patient mostly prefers to choose the company because of the high qualitative and professional health care management.

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