DISCUSSION QUESTION:

Discuss how nurse managers and nurse leaders contribute to the reengineering of health care.

PEER POST 1:

Nurses are the main influence to quality of delivered care, patient outcomes, and patient satisfaction with regard to healthcare system policy (Helbig, 2018). Nurses are the primary coordinators of patient-centered care and practice within a variety of settings (Montoya & Kozeliski, 2014). Nurses have the clinical skills to understand a patient’s underlying condition; the psycho-social skills to assess the patient, family and environment; have been trained to identify and coordinate resources for the patient and family (Montoya & Kozeliski, 2014). A Nurse leader act as the change agents to help develop the strategies for positive change and promote improved patient outcomes (Helbig, 2018). The re-engineering of healthcare means looking toward the future which is why nurse leaders are stepping up now more then ever to discover how healthcare can be humanized and delivered in a less threatening surrounding (Helbig, 2018). Nursing is at the forefront of quality improvement within the healthcare industry due to the nature of working on the frontline and seeing what needs to be improved upon to increase patient safety (Helbig, 2018). Nurses can be the primary go between of “all stakeholder groups that impact and influence the health care system to assist as we answer these questions: Where are we now? Where are we going?, and How will we get there?”(Montoya & Kozeliski, 2014, p. 7).

References

Helbig, J. (2018). Reengineering Health Care Management. In Nursing leadership & management leading and serving. Retrieved from https://lc.gcumedia.com/nrs451vn/nursing-leadership-and-management-leading-and-serving/v1.1/#/chapter/5

Montoya, P., & Kozeliski, A. (2014). Nurses and health care reform: Are we leading the way for positive change in our communities?. New Mexico Nurse, 59(1), 7. Retrieved from https://eds-b-ebscohost-com.lopes.idm.oclc.org/eds/pdfviewer/pdfviewer?vid=10&sid=c124616a-ef92-4fa0-beff-f86d2d658fd4%40sessionmgr101

PEER POST 2:

Nurse managers and leaders definetely contribute to reengineering of health care. They are the ones who address the concerns or complaints of the patient negative experiences and make changes to assure this particular type of experience will not take place again. They “device and implement improvement plans, track improvement overtime, and make necessary adjustments as leaders who implement change and help improve the healthcare system” (Wienand et al., 2015). Challenging the process is one the behavior that leaders or managers outline, leading us to reengineer the health care (Bondurrant and Armstrong, 2016).

Bondurant, P. G., & Armstrong, L. (2016). Nurses: Leading Change and Transforming Care — Expert Opinion. Newborn and Infant Nursing Reviews, 16(3), 155–160. https://doi-org.lopes.idm.oclc.org/10.1053/j.nainr.2016.07.004

Wienand, D. M., Shah, P. R., Hatcher, B., Jordan, A., Grenier, J. M., Cooper, A. M., … Mayer, K. (2015). Implementing the Clinical Nurse Leader Role: A Care Model Centered on Innovation, Efficiency, and Excellence. Nurse Leader, 13(4), 78–85. https://doi-org.lopes.idm.oclc.org/10.1016/j.mnl.2014.11.011

PEER POST 3:

The nurse leader has a major role in reengineering health care. They act as change agents by developing strategies for quality improvement. The nurse leader strives to contribute positive changes to the profession of nursing to improve patient outcomes (Helbig, 2018). Change management requires an agent to manage the process. If senior management demands a change in patient satisfaction scores, and the employees do not understand what they can do to accomplish this task, it is the responsibility of the manager to become the change agent to reconcile the request of senior management with actions that the employee can understand.Conflict may occur as a result of change. Conflict management strategies are integral skills for the manager. A simple strategy is education of the staff. Informing subordinates as to why change is necessary in advance of the action is a positive approach that often will circumvent the conflict that may arise if change is not managed well. Staff acceptance rather than the potential for sabotage is a direct result of understanding why change is occurring. Managing change through the organization correctly enhances the potential for organizational success. One strategy to implement change is to involve the individuals who are impacted. An interactive change management approach rather than a reactive approach when confronted with change is preferred (Thomas, 2018). Managers who create a culture that encourages staff to challenge the existing environment will seldom face the need for redesign, because the constant assessment for change will lead to a progressive organization.Healthcare organizations are constantly changing, given the dynamics of the environment. Healthcare workers must learn to adapt, with the assistance of management. Recognizing that change can be beneficial to a facility, managers must be prepared with a strategy and plans. Although the pace may be rapid, the prepared manager can determine the best plan to bring the agenda of change forward without negatively impacting the organization (Thomas, 2018). Planning is the key to controlling change.

Reference

Helbig, J. (2018). Reengineering health care management. Nursing Leadership and Management: Leading and Serving. Ch. 5. Retrieved from https://lc.gcumedia.com/nrs451vn/nursing-leadership-and-management-leading-and-serving/v1.1/#/chapter/5

Thomas, J. S. (2018). Organizational culture and values. Nursing Leadership and Management:Leading and Serving. Ch. 4. Retrieved from https://lc.gcumedia.com/nrs451vn/nursing-leadership-and-management-leading-and-serving/v1.1/#/chapter/4