

Length of Stay Reduction (LOS) Strategy for Hospital Corporation of America (HCA)

Name

Institution

Date

SAMPLE PAPER

Length of Stay Reduction (LOS) Strategy for Hospital Corporation of America (HCA)

Introduction Part

HCA is an American for-profit healthcare organization with a series of facilities and presently manages 117 hospitals as well as close to 119 freestanding surgery centers in United Kind and the United States. Due to the huge operations in HCA facilities, the customers may sometimes experience, long stay while waiting to be served or even to be discharged after they have recovered (Clark et al., 2011). This may compromise the efficiency and the effectiveness of the organization. As such, it is important that the management of this organization adapts the strategy which would reduce the length of stay. This would enhance the efficiency and the effectiveness of the organization and even enhance the patient satisfaction.

The mission of HCA healthcare is the commitment to the care and improvement of human life through offering quality patient experience. Its vision is to be a leading business in healthcare. The values HCA Healthcare believes in are inclusion, compassion, and respect. These are values that are reflected in the way the organization deals with its stakeholders such as employees, vendors, patients, etc (Clark et al., 2011).

The Length of Stay Reduction (LOS) strategy is the strategy model which will go a long way in helping to achieve the mission, vision, and the values of HCA Healthcare. For instance, when the length of stay that the patients experience at this facility is reduced, this is part of showing compassion to the patients since they are served fast and hence do not have to be inconvenienced in terms of getting the required services to improve their health. Further, implementation of the LOS strategy will help achieve the mission of HCA od being committed to the care and the improvement of the human life since the patients are able to access the

services on time and hence the quality of their life improves. Similarly, LOS strategy will also help achieve the vision of HCA healthcare of becoming a leading business in healthcare. This is because when the length of service is reduced, the patients will be able to access the services faster and this means that they will be satisfied. This will improve the reputation of the organization and hence ensure that the patients are able to recommend the organization to their peers. As such, HCA healthcare will be able to become a leading business in healthcare in that many people will have trust in it in offering effective and efficient services.

The project of implementing the LOS strategy will be implemented by the Customer Service Manager in this organization. This is because the length of stay relates to how the patients are served and this is the responsibility of the customer service department. As such, the manager of the customer service department will be responsible for implementing this strategy to ensure that the patients are served faster and given quality services. The stakeholders who will be involved during the implementation of LOS strategy are Administration, physicians, nurses, transition of care involved organizations such as SNF, Rehabilitation facility, Home health, Assisting living facility, Health insurers, and others. This is because the customer service manager will need the help of these stakeholders in ensuring the implementation of this strategy is effective.

In terms of the organization structure, the implementation of the LOS strategy will follow the approval of the hierarchy of the authority from the CEO to the functional managers. In other words, there will be a cascading effecting in the manner in which this strategy will be implemented. Even if the customer service manager will be in charge of overseeing the implementation of this strategy, the other managers in this hierarchy will help in achieving the common agenda.

Functional managers will be important in the implementation of LOS strategy in that they are the ones who are in touch with the employees who deliver the services to the patients or customers. In other words, the functional manager will be in charge of ensuring that the day to day targets of reducing the length of service strategy are achieved. This will help this strategy to be achieved in bits and for this reason, the organization will be able to achieve its mission.

It is clear that the LOS strategy is in line with the mission and vision of HCA Healthcare. This is because this strategy aims at reducing the time in which the services are delivered to the patients as well as other stakeholders. When this is done, the patient satisfaction is enhanced and this improves the organizational reputation (Tsai, Orav, & Jha, 2015). Further, the time reduced in offering the services to the customers also ensures that the patients feel respected and given compassion which are the values of the HCA healthcare. This strategy also shows that the organization is being committed to the improvement of the quality of human life and this is the mission of the organization. As such, it can be argued that this strategy is in line with the realization of the vision and the mission of the organization.

References

Clark, S. L., Meyers, J. A., Frye, D. K., & Perlin, J. A. (2011). Patient safety in obstetrics—the Hospital Corporation of America experience. *American journal of obstetrics and gynecology*, 204(4), 283-287.

Tsai, T. C., Orav, E. J., & Jha, A. K. (2015). Patient satisfaction and quality of surgical care in US hospitals. *Annals of surgery*, 261(1), 2.

SAMPLE PAPER