

**Performance Management System**

Name

Institutional Affiliation

Date

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### **Recommendation**

When the performance management system of a healthcare organization is in line with its goals, the organization benefits (Shaw, 2006). Recently, there have been calls for significant recommendations that can help to improve the performance management systems for healthcare providers; to help them register quality and improved performance. First, an organization can formulate a review process that is consistent and standardized. Many organizations have registered employee dissatisfaction due to inconsistent performance evaluation processes (Tweedie et al., 2019). Therefore, establishing a proper review process compatible with all health professionals allows them objectivity and channels their energy towards meeting their targets. Also, an organization can introduce performance evaluation to have all the healthcare professionals focus their attention on organizational goals and objectives. Recently, there have been calls for healthcare professionals to quit, including only managers and other top officials to evaluate their contribution toward goals and objectives (Shaw, 2006). Healthcare professionals are stakeholders and a vital part of any healthcare organization. Therefore, they should be included and evaluated for what they contribute to the development and performance of the organization.

This move will strengthen the level of accountability and responsibility, as the goals and objectives of the organization are scaled down to all the company members. Healthcare management can also introduce SMART goals for healthcare professionals (Shaw, 2006). Such goals are specific, measurable, attainable, relevant, and time-bound. Setting such goals could be helpful since they are realistic, and professionals can achieve them. Similarly, organizations can motivate their employees in various ways to improve their performance naturally. When

employees are motivated through pay, promotion, acknowledgment, recognition, and training, their work morale is boosted, increasing their performance (Tweedie et al., 2019).

Furthermore, motivation is a good way to retain quality performing health professionals and improve company performance. While reviewing performance or setting goals, healthcare organizations should start from the top executives going down. This move allows the organization to ensure the correct cover of all the strategic goals (Shaw, 2006). It also establishes a chain of command for the organization to review performance and avoid blaming healthcare professionals for a low-performance level that could otherwise be a result of poor executive management. Furthermore, healthcare organizations should ensure that they set goals and organizational objectives that align with performable activities and duties for the professionals. Goals should relate to what the employees practice daily as it helps them set their targets aimed at attaining the bigger objectives set by the organization (Shaw, 2006).

## **Conclusion**

Healthcare systems face various challenges, some of which stem from poor employee performance or low professional motivation (Tweedie et al., 2019). The healthcare system currently requires various strategies that help reduce the challenges and effects, and one of the solutions is based on performance systems. Organizations must create value within their healthcare professionals to maximize their output. Value creation involves investing resources geared towards employing and retaining quality performers. Recent studies recommend and support a holistic approach in healthcare management systems. A holistic approach helps the organization understand external and internal factors that affect performance. Also, the approach allows the organization to recognize the concurrent and integrated aspects of healthcare management challenges (Tweedie et al., 2019). From the population point of view, a holistic

healthcare management system gives healthcare organizations the ability to acknowledge how quality delivery of healthcare services affects the consumers directly or indirectly.

Through this knowledge, the organization can make clear judgments on the number of healthcare professionals it requires to deliver quality services and make plans of retaining them for the longest service time. In terms of value, organizations are abandoning the individual-focused management approaches and adopting a more inclusive one that involves all the stakeholders. This way, every member of the organization becomes liable for any poor performance or abnormalities reported in their line of duty. Also, healthcare professionals become less burdened by the impacts of organizational performance that were on their shoulders before (Tweedie et al., 2019).

An inclusive approach to healthcare management systems means performance review is done by the organization in a chain of command, starting from the executive and top leadership of the company. Healthcare management systems should be up to date to offer organizations a sustainable and resilient advantage within the industry. Through a management system that is organized and updated, a healthcare organization can guarantee the provision of resources, monitor their use, and ensure that they are well maintained and preserved for the future. In terms of healthcare professionals, a quality management system is essential for maintaining the work environment and having professionals maintain the same working space for a long time because they are motivated (Tweedie et al., 2019). Organizations recently rely on improved data collection methods for an effective healthcare management system. Artificial intelligence and other big data platforms allow healthcare organizations to design and implement management systems. Management is an essential part of any organization, including healthcare. As part of the most critical sector globally, healthcare management requires regular checking to ensure that

the performance management strategies help organizations attain significant goals and objectives (Tweedie et al., 2019).

## References

- Shaw, C. (2006). Managing the performance of health professionals. *in Europe*, 98.
- Tweedie, D., Wild, D., Rhodes, C., & Martinov-Bennie, N. (2019). How does performance management affect workers? Beyond human resource management and its critique. *International Journal of Management Reviews*, 21(1), 76-96.