This is the analysis of the organization I followed

St.Joseph Medical Centre

Course title:

Student name:

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Date:

**1.0 Introduction**

 St.Joseph Medical Centre is located in Houston Texas; it is based on the Steward health care which has different branches across the country. St. Joseph medical facility has provided services to Houston downtown for over 125 years since 1887(American Association for State and Local History, 2002). It has a total of over 700 physicians in their qualified medical staff. They also have over 1500 qualified employees which include nurses who are ready to serve the community with compassionate and love.

 Under this health care organization, St. Joseph medical centre vision is to ensure they create a health and quality environment full of care and dignity for children, families’, patients and employees. The healthcare organization functions through specified structures and managerial departments. These structures are focused on improving the patient’s health and at the same time reducing the cost of services and errors in their quality services provision. The board of director’s head of departments, nurses, business partners are all involved as a team in achieving the mission, goals and motto of the organization.

**2.0 Examination of the organization**

**Its mission**

 To deliver compassionate healthcare to the communities involved.

**Vision**

To create a healthy environment of dignity and caring for families, employees and patients. Focused on peer collaboration and latest technology they provide high-quality care. It also states that they will remain as the medical care centre which patients recommend and physician prefer.

**3.0 Community relationship**

The community has a perfect relationship with the hospital. They are always interdependence thus making the hospital a facility of their own. If there is any decision making concerning the community land or patients, community mobilization or creation of awareness of an outbreak, vaccination the community is always involved in this platform.

**4.0 Strengths and weaknesses of the organization**

**Strengths**

 The hospital has enough number of physicians of more than 700 and 1500 employees. This is the main strength because they can cater for their patients without outsourcing for the expertise. On the same, they have the new advanced technological improvements such as the use of M-health. More of these strengths are outlined below:

**Organization leadership, structure and management.**

 The organization has partnered with the physical owners under the whole steward healthcare family. It is managing different departments such as the centre for behavioural health, maternal facilities, surgery program (weight loss), women centre for breast cancer, cardiac and vascular services.

The main strengths in leadership and management skills that I observed from this organization and keep them ahead of the competition of other health care institution include.

**Excellent verbal and written communication skills.**

 The leaders and head of operations can execute healthcare professionalism. This was evident in addressing specific issues through memos, meetings, and also on a personal level with the employees and the patients too.

 They also made firm decisions on hiring their employees. This was ensuring that their newly appointed employee is capable of handling their designated duty by doing an open and trustworthy recruitment process (Malhotra, 2009). This was also to ensure that the employees have an excellent time management skills and enough professionalism and patience to handle the patients.

They were also able to manage the working hours which made it easier for the employees to execute their duties. This involves the doctors and nurses working regularly and also during emergency calls.

**Maintaining positivity**

 The managers keep the positivity and optimism in the organization. This helps in keeping the working environment lively and morale up (Malhotra, 2009). They keep reminding their employees on how much they believe in their expertise in executing their duties. The managers have goals and dreams for their staff which helps them in focusing on the vision of the organization.

**Creating trust bond**

 Managers in the organization usually ensure they are providing an effective leadership where they are available for their employees. This creates a form of assistance between the two parties. They are always honest with their subordinates on their duties execution. This creates trust between staff and administrators.

 In management, there have been emerging trends and issues that have assisted in the management

Some of these guidelines include:

Managerial decisions were affected by behavioural theory and rational theory in managerial decision making. Behavioural theory is involved when the management can observe patients or employees individual values and beliefs (Malhotra, 2009). They are bound to analyze the situation and consider understanding in their decision-making process. For instance, the management might notice there is a kind of a pharmaceutical product the patients do not prefer due to its cost or effect, and this may affect their decision making on the type of medicine to purchase.

 On the same, the management can apply the normative theory in their decision making. This involves following the morals and ethical values that are depicted by the hospital. For instance, this may occur when one of the patients or the employee breaks the law or acts unethically it may force the management to decide to expel the patient or suspend the employee (Malhotra, 2009). On the same, if the patient or the employee act up to their standard, the management may decide to promote the employee or provide the required quality services for their patients.

**5.0 Weaknesses.**

 Like any other health centre, they are always working towards reducing mortality and increasing the patient’s security. They need to add more acute care beds and creating more space to cater for the growing population in the Houston community leading to more patients (Malhotra, 2009).Another weakness is that the hospital is relying too much on technology. The overdependence has influenced its reliance on systems which can be a problem when they break down. Also, very many patients were complaining about how the system is expensive thus seeking affordable services elsewhere.

**6.0 Care delivery systems**

The nursing delivery systems in the hospital involved team nursing, primary nursing and progressive patient care.

**Team nursing**

 This is the system where team members and leaders of nurses provide care and support to a specified group of patients. In team nursing, you may find that there is a delegation from the manager or from the teammates on giving medication and physical care to a group of patients (O'Brien, 2011). The team leader is always aware of the ongoing. Most of the team members were in the learning process thus taking precautions from the team leader.

**Primary nursing**

 This is defined by comprehensive care by a qualified nurse throughout care. This gives more emphasis on the continuity and persistent of one nurse in taking care of a single patient or a group of patients in a unit in a given hospital (O'Brien, 2011). On the same, the nurse is required to give the patient a 24-hour check up every day. Nevertheless, due to the cost, it is only affordable to a few.

**7.0 Patient outcomes**

 Patient outcome is usually defined by patient experience and readmission (El, 2016). Patient experience is when the patient is assessed for his experience and the way they perceive their health care. Secondly, readmission is the outcome that means that the patient needs to be readmitted to have him or her checked up close after a certain medication that did not work as depicted. It calls for improved follow up procedures. One system-wide outcome and one nurse–sensitive clinical indicator were used in monitoring the outcome of the patients.

**One system-wide outcome**

 This was the monitoring method that was used in measuring the data in the healthcare systems and evaluating the effectiveness of conventional medication and serious clinical practices (El, 2016). For instance, diagnosing brain tumour or schizophrenia effect on a patient. This is used in measuring the patient’s outcome and his experience perceiving his illness.

**One nurse– a sensitive clinical indicator**

 This involves the use of nursing skills to determine the patient’s outcome. This is mainly the structural indicator that measures the nursing skill levels, their certification and their eligibility in performing the patient’s outcome in the hospital (El, 2016). This may give the nurse the mandate to determine if the patient needs readmission or not.

 **References**

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