

## Hospital Management Reform: A Step to Healthcare Reform

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### **Abstract**

The intensity of recent conversations regarding healthcare reform has led provider administrators to renew their search for “best practices” around the country. Many organizations, particularly hospitals, because of their complexity, are seeking new paradigms that will improve their efficiency and effectiveness regardless of the outcome of the current reform debate. This paper suggest that implementing an organizational change model, specifically, socio-technical systems design, would lead to more teamwork and communication and improve patient services in all areas of hospital operations. Briefly, staff would document detailed steps or unit operations in their patient care processes, and then involve physicians in determining what could go wrong in each of these unit operations. Finally, changing what happens or improving the way these steps happen can become a team effort involving both social (people) and technical solutions. The author acknowledges the extreme difficulty of changing the dominant physician-focused culture which would be the result of such a successful OD intervention.