

Develop a Sound Business

One of the most significant outcomes of the economic downturn has been a renewed focus on improving organizational efficiencies. Companies are trying to operate leaner to realize or maximize profitability. In the healthcare industry the human resource expense is one of the largest expenditures. We find ourselves having to make sure our foundation is solid with an organizational structure that will optimize efficiencies.

Remind your employees of your Company's ethical framework and specifically, your values. This will define how employees are expected to act under stress or difficult circumstances and will provide the basis for your corporate culture.

Review the procedures and processes used to deliver your services.

Minimize duplicating job efforts and other operational inefficiencies. At the same time, be cognizant of your clients' projected needs so you can focus on ways to stay relevant in the ever changing business climate of our industry.

Know who your "A" team players are and keep them motivated !

Create a fair compensation package that bases employee incentives on individual and company performance.

Assign specific goals and define boundaries for your employees.

Make sure all team players understand their job descriptions and assigned tasks. Institute measurable mechanisms for assessing productivity. It is important to mandate accountability.

Communicate effectively to your clients and your employees!!

Create a plan of communication that enables information to be shared with the appropriate people at the right time. Your plan should include a comprehensive distribution list of all those who are touched by your organization as well as the method and frequency of communication. Effective communication can be the key to success!

Always treat your team, clients, and colleagues with a respectful and caring attitude.

One of my beliefs has always been to treat our clients like prospective customers! Don't become complacent with the manner in which you treat your employees, clients or colleagues! Relationships will always be important and should be valued. I recall a Maya Angelou quote: "People will forget what you said, people will forget what you did, but people will never forget how you made them feel."

Courtesy: ***HBMA***