



MICRO MANAGEMENT IN HOSPITALS

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We all are familiar with the term micromanagement. It is a management style whereby the a manager observes or controls the work of subordinates or employees. It is considered generally as negative connotation.

But have we ever noticed its practicality or use in hospitals? In today's fast moving and developing world, people want to be smart in every area. In Corporate culture we always notice the stress on Quality of service provided to the customer, similarly the quality of service given to the patient is of utmost importance. While micromanagement is not a direct term that is used in hospitals but its value to the hospitals should be made one of the top priorities.

There needs to be a separate department of that is keen to observe the working of employees and subordinates in hospitals. When a patient visits any hospital, he/she wants the desired outcome from the hospitals in which they put their trust in. Not only the treatment but also the very dressing sense can also affect the view of the patient and the visitors for example the dressing code of any nursing staff in the hospital is dark pink color but one of the nursing staff person wears light pink color, it can be irritating to the visitor or patient as he/she is not used to the hospital environment. But if we have somebody to observe even this a small matter and point out to the concerned staff then surely, a better correction can be done and put a good impression on the patient. If a staff member is drinking tea or coffee and is casual in disposing off the disposal items then it can have a huge impact on the visitor or the patient regarding the hygiene maintained in the hospitals. So micromanagers can point out such small things at various levels if

given authority by the organization, not misusing the authority by harassing his subordinates or peers but by correcting them in humility. Otherwise the staff can be pissed off and his/her mind can be effected in the negative way and thus decreasing his/her efficiency and effectiveness. Even these days TPA's(Third party administrators) are an essential part of most of the organizations or so many Insurance companies are present in healthcare sector, but their day to day activities can be monitored via this department. It can prevent the patient from unnecessary expenditure or unfair cost charged by various private companies. This can help to improve the reputation of hospitals.

It is not a matter of dominance but conducive work culture and cooperation. This has in parts been introduced in Corporate hospitals but largely absent in Government or small private hospitals. In this 21st century modern smart world, everything that is smart will have an impact on others. From smart dressing, smart conduct, smart communication, smart hospitality, smart services and smart treatment everything constitutes or as a matter of fact all are an essential component to grow at a swift speed and retain the customers, visitors or patients. Micromanagement might look to be an irritating element in the day to day hectic schedule and time management in hospitals but in the long run as this is practiced micromanagement can serve to be a boon for the development of employees individually and in turn for the organization as a whole . Micromanagement can be considered as an essential constituent of the Discipline. Micromanagement does seem to limit the delegation of authority by managers to subordinates but this can be overlooked in hospitals as the healing of the patient is of utmost importance. The detailed feedback and the detailed report that is needed by micromanagers can be limited in hospitals if the quality services are being provided to the patient and in turn feedback should be taken by the patient to increase the effectiveness and efficiency of the hospital staff.

Micromanagers were initially appointed to check and analyze the small activities and day to day working of the employees but it's not meant by any reason to dominate or harass them(which now has become a tendency of many organizations having this department).

If maneuvered rightly then micromanagement can work as a powerful tool to improve the skills, time management and work culture for the employees and subordinates(of managers) in order to achieve the goal of the organization.

These days fraudulent activities and malfunctioning has been noticed in some hospitals. Micromanagement can help to keep a check on all such visitors, employees and such kind of people. It also works for those who are careless employees and having casual approach towards the patients and the visitors in the hospitals. This is an important of organizational behavior.

In this fast competitive world of globalization, quality services matter the most. Through this department prompt services can be provided to the patient along with the feedback that can be taken from them in turn.

Some policy needs to be framed to have micromanagers in private as well as public sector hospitals independently. After formulation of policy and design then implementation must follow suit.