

Significance of Human Resource Management in Healthcare Sector

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ABSTRACT: Nowadays, there is need to enhance the human resources management practices in the healthcare sectors. As the population is increasing day by day, the demand for the healthcare services is also increasing. There is need to invest more funds for increasing the workforces in the health care sector. Patients always expect good quality of service from the health care providers. This paper demonstrates the significance of HRM in the health care sector, wherein the problems associated with the healthcare sectors, effects of HRM practices and importance of implement Crew Resource Management (CRM) training module is also discussed.

KEYWORDS: Human Resource Management (HRM), health care services, health care sector, HRM practices, effects, economic growth, Crew Resource Management (CRM)

INTRODUCTION

Nowadays, the main focus of the study in the health care sector is on “Human Resource Management” (HRM), as it play a vital role in delivering the healthcare services which affects the patient’s health outcomes. Major challenges faced in the healthcare sectors in various countries can be solved by improving the human resource management practices in the healthcare system. Human resources in the health care sector can be defined as the medical staffs which are involved in delivering the health care services to the patients in the healthcare sector.

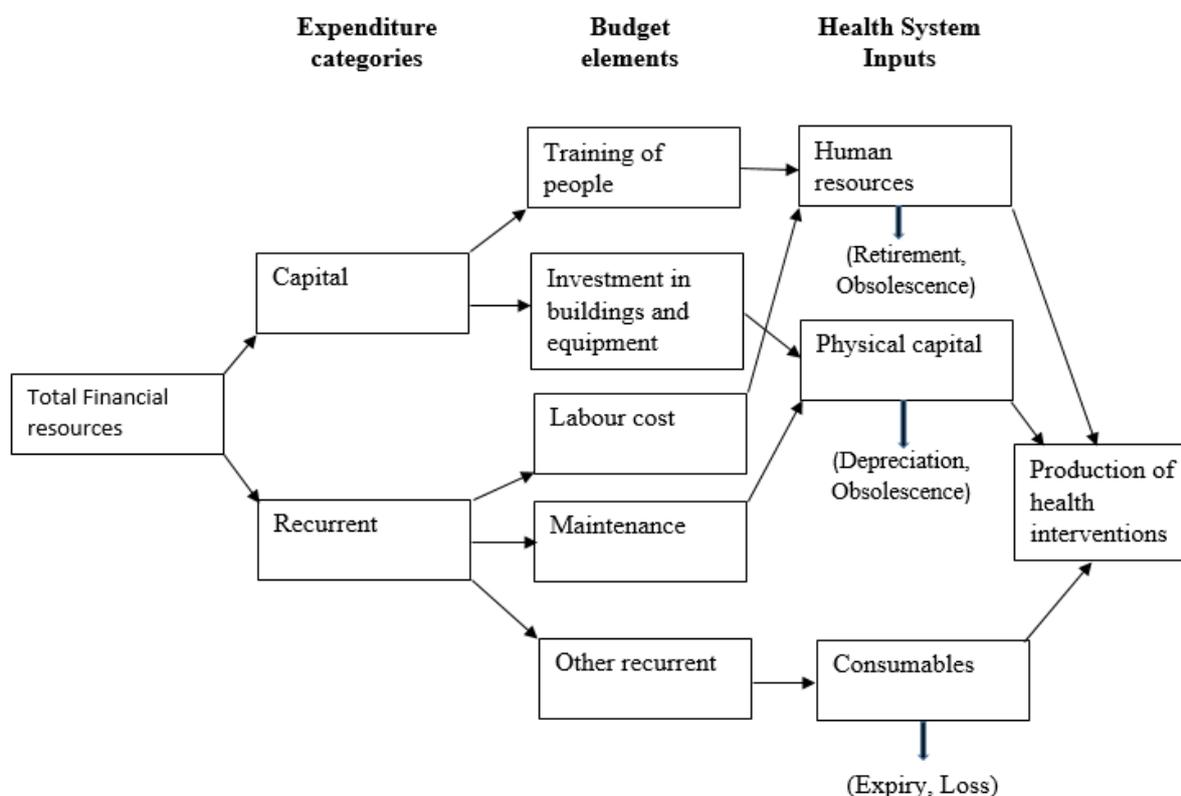


Fig 1: The connections between Expenditure categories, budget elements and health system inputs.

The 3 major aspects of health care systems are – “Human Resources”, “Physical Capital” and “Consumables”. Fig 1 defines these 3 aspects of the health-care system which also comprises of the required financial resources to acquire these inputs, wherein the resources also include physical capital and a recurrent character. Many companies have invested huge amount of money in the health-care sectors for locations and activities which are not possible to scale down [1].

The inputs are totally dependent upon the knowledge, skills and level of performance that are essential for delivering the health-care services for an individual who is responsible for the patient outcomes. There should be proper utilization of the available physical resources along with the human resources. An appropriate balance should be maintained between both of the resources [2]. There is much difference in managing the human resources and the physical resources. There has been a significant growth in the investment of the physical resources which comprises of health-care consumables such as drugs and prosthesis and disposable equipment [3]. The health-care systems who have been provided the funds by the public has a significant impact on the potential of hiring the medical practitioners into their organizations. The health-care system is associated with both “Government-funded” and “Employer paid systems”. There is need to enhance the practices of Human resource management in the health care sector to maintain the appropriated balance between the required physical resources and the medical practitioners for acquiring effective medical practices [4].

Problems associated with the human resources in the health-care system

The major problems aroused in the health-care systems which need to focus are regarding the distribution of the work-force in health-care along with its composition, size of the work force, the problems associated with the training programs in the health-care systems, workers displacement within the health-care sectors, cultural and economic factors in the field of health-care sector affecting the development of nation. Wherein among all these factors, the major concerned issue is distribution of the work-force in the health care system along with its composition and size. The number of health-care employees delivering the health care services are proved to be an important aspect in verifying the country’s ability in health care sector. Culture and economic factors are the major factors which are to be considered in determining the demand of the health-care services in the nation [5].

The training program required for the employees in the health-care sectors is another issue to be considered, wherein the level of skills and performance is enhanced. There should be organized ne education strategies for the employees working in the healthcare sectors which includes an appropriate training method that can ensure the employees about the present and future needs of the country. This is essential for the significant growth of the healthcare systems in the country [6].

The movement of medical practitioners in the health-care sector including the internal revolution of the work-force is common in the nation. Few problems are also associated with this movement patterns. The adaptability of this work-force will produce several imbalances which are essential for effective planning, focus on the problems associated with the pay and rewards and advanced management. Many strategies were implemented by several nations for managing the wages and incentives along with the infrastructure, housing and job recruitment for new medical practitioners in the health-care sectors, as there exists many number of employees who are not paid sufficiently and are not satisfied with their job. Hence the management of migration of the work-force is an important aspect to be considered in the Human resource management of the health care sector.

Another problem associated with the health-care system is the economic development of the nation. There are certain relations in between the health-care sector and the country's economic growth. The Gross Domestic Product (GDP) of the country matters a lot in the country's economic development. The nation having increasing rate of GDP invests more in the work-forces for the benefit of the health-care sector than that of the country having lowest GDP. GDP growth will facilitate implementing the solution for the issues associated with the health-care sectors [7].

Yet another problem associated with the management of the health-care system is the increasing population of the country. As the population of the country increases, there will be increase in demand of the health-care services in the country. Along with the increasing population, "age-distribution" is another factor that affects the management of the health-care system. As separate training programs has to be organized for the young fresher employees which are to be recruited in the health-care sectors [8].

Effects of HRM practices on healthcare sector

The Human resources management practices differ from country to country. And this practices define the quality, efficiency and equity of the health-care system of the country and these are proven ads the essential factors affecting the economic growth of the country in the field of the health-care sector. Several additional training programs have been emerged in the health-care system for improving the efficiency and enhancement of the Human Resources Management practices, which comprises of outsourcing of the services wherein the fixed labour expenditure is converted into the variable cost [9].

The health care services which are to be delivered by the health-care system includes certain strategies within its HRM practices which differ from country to country. The strategies also include influential factors affecting the financial protection protocol. Implementation of these factors to increase equity in the nation has proven to be the primary aspect of growth and development of the health-care sector in the country [10].

Quality matters a lot in every field of development. Here, the quality of the services provided by the health-care sector has been a major aspect in the filed f development. The patient's should be satisfied with the services provided by the health-care system. The equipment build with the latest technologies has been proven to be essential for the patient's treatment, this defines the "technical quality" in the health care system. The way by which the service is provided to the patients, the "Socio-culture quality" of the healthcare system is defined which defines the ability to satisfy the patients seeking for the medical cure.

The experts of HRM had to overcome the challenges of providing high quality of services to the patient seeking for the medical care. Some of the obstacle includes the problem associated with the investment, increasing turn-over, agreement made with the stakeholders and low morale of health personnel. There is a need to build a system for providing the medical care to the patients wherein appropriate coordination of the patient with the care providers must exist. Collaborative approach of providing the services by the people will definitely enhance the "Human resource management" in the health-care sector. Fig 2 shows the relation between the major stakeholders and the healthcare system.

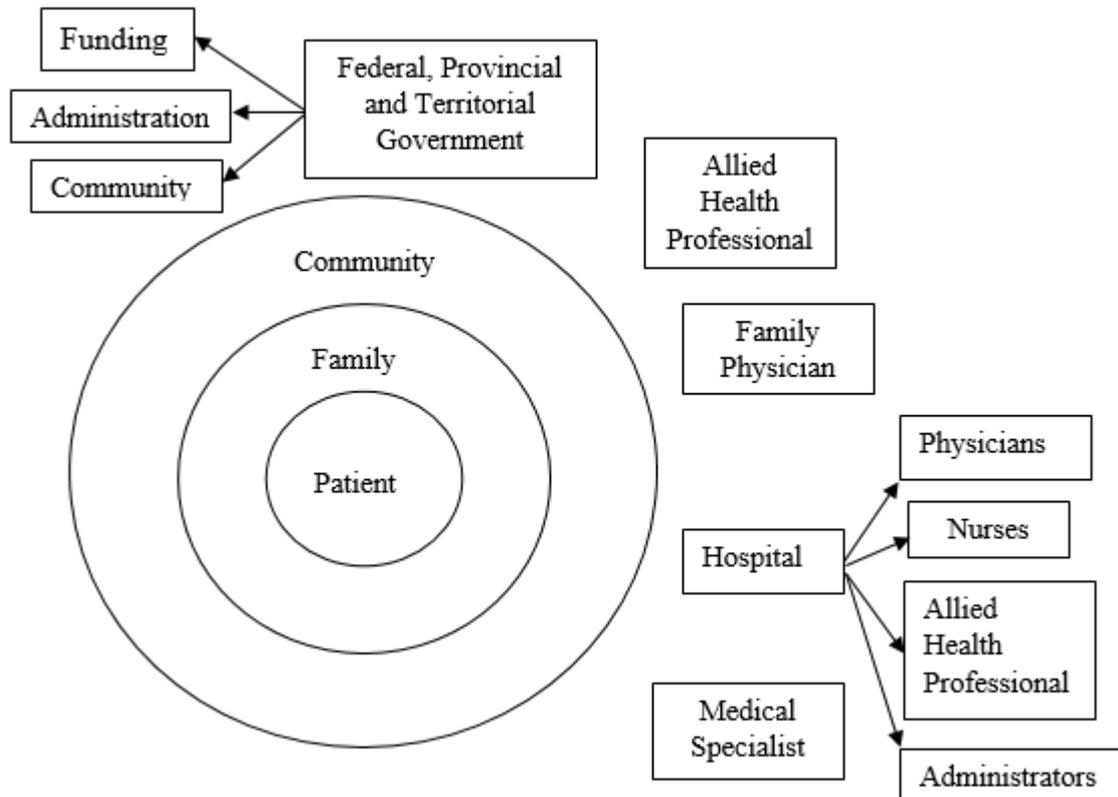


Fig 2: Relation between the stakeholders and healthcare system

Crew Resource Management (CRM) in the Health care sector

CRM is specially designed for the crew members in the flight which is termed as a training module for the crew members which test their ability to utilize their potentials of using the available resources in the environment of unfettered communication. This training module is also used in the aircraft industries, maintenance and traffic control. It is the collaborative approach of training where all the crew member in the flight manage to perform the given task. This will help to find the optimize solution in the critical situations [11].

The CRM module is widely used in operating room, anaesthesia training and intensive care units of the healthcare sectors in many countries. This training programs are beneficial to improve the skills of the medical practitioners in the healthcare sectors [12]. So that the medical practitioners can perform their relevant operations needed to cure the patient with minimum errors. More specifically CRM training is used for error prevention in the health care sector [13].

CONCLUSION

This paper explains the significance of the Human Resource management in the Healthcare sector. Certain problems associated with the HRM can be solved by improving the Human Resource Management practices. There is need to maintain the relation between the stakeholders and the health care sectors for the development of health-care system. Quality of the health care service plays an important role in satisfying the patients. Good quality of physical resources will improve the quality of services, so that the patient can receive an essential medical treatment. There is need to maintain GDP growth rate so that the nation can make appropriate investments for increasing workforce in the healthcare sector. CRM has

proved to be most effective method of training for the employees working in the health care sectors.

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