

Organization Paper

by Organization Organization

Submission date: 16-Mar-2021 03:28PM (UTC-0700)

Submission ID: 1534881329

File name: Organization_Paper.docx (25.97K)

Word count: 1712

Character count: 9762

Cardinal Health

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Date

Cardinal Health is a publicly-traded company whose headquarter is in Dublin, Ohio. It is a global company that provides customized services offered in hospitals, laboratories, pharmacies, health systems as well as centers for ambulatory surgery. The organization's mission is to cope with upcoming challenges, predict trends, and bring help and support and steer high vision to all the customers. The general vision of the organization is to be the most trusted partner in healthcare through building upon their heritage and scale in distribution, solutions, and products and at the same time enhancing growth in health care through insights into customer areas that are evolving and committing their resources on what best matters to them. The company offers medical services that are clinically proven and also cost-effective solutions. It has had an experience for the last 100 years. The organization has employed roughly 50000 employees from 46 different countries. As such, Cardinal Health ranks as one of the top 26 on the Fortune 500 (Brown, 2020).

Stakeholders of the organization

Cardinal Health Organization ties together stakeholders that work towards the attainment of its vision and ensure that quality services are delivered. Such stakeholders include patients, pharmacists, physicians, employers, insurance companies, pharmaceutical firms, and the government. Patients are ethically accountable for their health. As such, they require the services offered by healthcare organizations. Cardinal Health organization is not exclusion since patients seek its services. The organization, therefore, works towards ensuring that it satisfies the patients in terms of the services they demand. The running of the organization is dependent upon the expenses incurred by the patients. Therefore, the patients are of great contribution towards the success of the organization (Kizito and Magnusson, 2020).

Physicians as part of the stakeholders also have a great contribution towards the success of the organization. In Cardinal Health organization, they ensure that the patients receive adequate services that they seek. They are also responsible for the control of rising healthcare costs. The balance between being gatekeepers of insurance companies as well as being advocates for patients. Employers are also tasked with staffing the organization. They ensure that all departments of the organization are adequately staffed to ensure that the flow of work is progressive at all times. For instance, in this organization, employers appreciate their employees. They also ensure that employees are trained and equipped with the necessary skills to deliver their services smoothly (Brown, 2020).

Difference between internal and external stakeholders

Stakeholders may influence or be influenced by the activities, formulated policies as well as procedures that may be carried out by the organization. Cardinal Health organization has both internal and external stakeholders. The internal stakeholders provide services to the organization. They are significantly influenced by the results decisions made and how the organization performs. The internal stakeholders comprise those who work for the organization such as the employers, owners of the organization, and managers of the organization (Sedevich-Fons, 2018)

External stakeholders are the groups that are not directly influenced by how the organization performs. This means that they have an interest in how the organization performs but its performance does not have any effect on them. They have no awareness of the day-to-day affairs of the organization. In the case of the Cardinal Health organization, the external stakeholders include the patients, insurance companies, the government, competitors, and the members of the public (Kizito and Magnusson,2020).

Different groups of internal stakeholders in the Cardinal Health organization have different visions and missions. For instance, the management group has a mission to realize, and also retain the outstanding talent from all the groups. It works towards creating a workplace where all talents can be performed at their best. The management's mission is to ensure that customers see themselves in the organization's vision. Physicians also have a mission to make healthcare more productive and safer as well.

Stakeholders to be further evaluated

To support the strategic initiatives of the organization, several stakeholder groups should further be evaluated. One such group is that of pharmacists concerning the advancement of technology. Consideration should be done to consider whether they are adopting modern technology. Efficiency is very important in pharmacy, especially where customers have little time to wait to be attended to. Consideration should be done to examine whether the pharmacy department has adopted the use of pill counters. The pills are put into a machine that ensures that the medication that is administered is correct in terms of pills count (Elton & Riordan, 2016).

Another group that should be subjected to further evaluation is the patients. They are part of the major contributors to the organization since they provide a market for the services offered. Their satisfaction is paramount and therefore a study should be carried out to determine whether the safety of the patients is achieved when providing healthcare services. Consideration should be done on whether patients encounter errors, harm, and risks when getting healthcare services. Such errors that may occur include errors in diagnosis, errors in medication, and poor injection practices. With this knowledge, the organization can counter these challenges (Sedevich-Fons, 2018).

Lastly, further evaluation should be done on the employers of the organization. A study should be carried out to determine whether the managers ensure the workers have the necessary resources to perform their duties efficiently. They may adopt the use of electronic records for their health services. It is important because it reduces the paperwork done in filling out forms. The world is evolving technologically and most sectors are avoiding the paperwork. Employers should also adopt the use of telehealth which facilitates healthcare being done virtually. This is where the healthcare worker communicates with patients electronically. It allows monitoring and tracking of the health progress of the patient. The healthcare worker can communicate one on one and it helps in saving on costs of transport for the people in remote areas. Procurement of such machines can be of great importance in enhancing efficiency in medical services (Sedevich-Fons, 2018).

1 Mission and vision statements of the organization

From the perspective of the stakeholders discussed above, we may say that the vision statement of the organization can be to be the leading healthcare organization in the provision of efficient, quality, and timely services, advancing the service level to a greater height. For instance, employing the use of pill counters is one way of advancing efficiency in the pharmacy department. Efficiency can as well be enhanced through the use of product identifiers. They will ensure that the drugs reach the intended destination on time. If implemented, the organization can go a long way to being one of the best organizations. By the managers adopting the provision of modern tools of work to employees, the flow of work will be made continuous and fast thereby ensuring that the organization's services are offered in time.

Also, a mission statement that can be derived from the above perspectives is “to provide advanced services accessible to all irrespective of the location in the most economical way

possible.” The use of pill counters is a modern advancement and will ensure that all the patients who need the service are attended to on time. Adoption of the electronic communication of healthcare givers and the patients will make the delivery of services economical as the workers do not have to travel to the medical facilities.

3

Organization’s approach to addressing recent health care legislation

Healthcare organizations are lately coming up with new legislation. Cardinal Health is continuously transforming from being quantity-based to quality-based to fit in the modern advancements. It is keeping up with the new legislation as they occur. For instance, the organization is adopting the use of cyber-security. Where patient’s safety could be threatened by cyber-attack, there should be measures of defense in the organization. Findings by a survey say that 6 in ten respondents said that the organization will invest more in progressive defense technology in the next 4 years (Dick, et.al, 2018).

The organization has also adopted risk stratification. Since the organization is looking forward to the growth of care that is value-based, the ability to triage the wishes of patients suffering from cancer that are in most cases likely to face challenges in caring for them is becoming a priority. This has greatly helped in minimizing the cases of deaths caused by such serious diseases as cancer (Sedevich-Fons, 2018).

Another major innovation is the use of Deep Lens and Cardinal Health. This was collaboration between the two and it may deliver an AI-based technological solution to existing and new oncology. Another one integration of data and interoperability, this is where Medicare can automate data and enhance better outcomes in finances for both patients and providers. Additionally, cardinal health has also adopted artificial intelligence. The machine naturally

processes language, enhances deep learning, and provides ambiance in computing. The main discussion point revolved around how technology may be used appropriately and makes sure that artificial intelligence centers around to improve the outcome of a patient. This is because the organization's main objective is the satisfaction is that of the patient (Dick and Ash et. al, 2018).

In conclusion, Cardinal Health is a public traded organization. It has stakeholders both internal and external. External stakeholders are not directly influenced by the organization's performance. On the other hand, internal stakeholders are influenced by the performance of the organization. Examples of stakeholders' groups include; pharmacists, physicians, managers, suppliers of raw materials, intermediaries, and also patients. Cardinal Health has gone a long way to address recent healthcare legislation. This has been necessitated by the adoption of new technology that helps in this achievement.

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