

Plagiarism report 01

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Putting in place effective leadership shapes the healthcare organizational culture and promotes its ability to cope with intricate issues that relate to the delivery of healthcare services. Cardinal Health Inc is not an exemption in this matter as one of the leading factors that inhibit its growth is poor leadership. Where the right leadership will be implemented in the organization, the healthcare services delivered by the organization will be more efficient and of higher quality. The leaders will help in planning, coordinating as well as directing the services provided.

Impact of the Implementation of Effective Leadership in Cardinal Health Inc

When integrated into Cardinal Health Inc's system, effective leaders will enhance the good delivery of health services. One way through which an effective leader will solve the problems facing the provision of care in the organization is through inspiring, motivating as well as directing the activities to the achievement of the goals set in the organization. Presently, the leadership that is in place is putting no efforts towards the progress of the organization. This explains the reason why the achievement of the goals in the organization is continuously diminished (Amagoh, 2018).

Through effective leadership, leaders will be in a position to come up with a suitable course of action that goes hand in hand with the circumstances. Where the new leadership to be implemented comprises different leaders of different styles, the decisions they will make will be of different types. A theory of leadership that states that good leaders are made and born explain the reason why implementation of the right leadership in Cardinal Health Inc will be based on actions by the leaders rather than the qualities they possess intellectually. It will comprise of the leaders who focus more on the achievement of the goals set by the organization rather than just the intellectual abilities they possess (Ciulla, 2020).

Additionally, effective leadership will enhance contributions and participation from the stakeholders. Through this, the stakeholders will commit themselves to the process of decision making which will make them feel relevant. One of the current problems that the leadership in Cardinal Health Inc is facing is failure to involve all the stakeholders in making decisions. Where effective leadership to be implemented in Cardinal Health Inc, it will not make the decisions of the organization alone. Rather, it will involve all the stakeholders and this will lead to the making of decisions that are of better quality. Consequently, the outcome from the decision made will be more successful (Gadirajurrett et al., 2018).

Also, the leadership in place in Cardinal Health Inc does not fully monitor the operation of its workers to assess the delivery of their services. When effective leadership will be put in place, it will elevate their way of supervising, organizing as well as the higher performing their duties. Here, the performance of the duties will be based on rewards as well as punishment. Upon being successful, the healthcare workers will be rewarded with such means as promotion and salary raise. Punishment such as demotion will follow the suit for those who perform poorly. Through this, the performance and delivery of healthcare services will greatly be boosted and enhanced in a way that will yield a desirable outcome (Amagoh, 2018).

Implementation of effective leadership will also be transformational in such a way that it will emphasize more on how the healthcare worker relates among the leaders themselves. These leaders are likely to adopt the charismatic theory of leadership where leaders that have such qualities as extroversion, confidence, and well-defined values will be in a position to motivate their subjects in the best way possible. They will not only transform Cardinal Health Inc's leadership through improving their performance but also ensure that each individual in the organization has made his/her potential fulfilled to the fullest (Ciulla, 2020).

The current leadership in Cardinal Health Inc has been underestimating the power of giving as well as receiving the feedback of any communication that takes place within the organization. The effective leadership that will soon be put in place will address this issue as it will be well imparted with communication skills. It is believed that the process of implementing change is made more effective through communication (Rosen et al., 2018). The new leaders will ensure that the aspect of effective communication is implemented so that there is openness and clarity in the flow of communication. Consequently, the healthcare workers will be in a position to understand what, how, why, and when the change has taken place whenever it does.

How the Implementation of the Right Leadership will solve the Problems

Based on the weaknesses facing Cardinal Health Inc, the effective leadership that is set to be implemented will work on the ways to ensure that they are strengthened in the best way possible. The leadership will see the importance of advanced technology in Cardinal Health Inc and work on ways to invest in it. By doing so, the operations of Cardinal Health Inc will enable it to compete effectively with other firms in the health industry. In other words, the organization will not lag in terms of its operations. Additionally, the organization faces a poor reputation that resulted from the investigation of Oxycodone. The new leadership will create an image in the eyes of the public that the system of administration has changed for good and that it is ready to work in a better way than ever (Ciulla, 2020).

The leadership to be implemented in the organization can also work on the threats that face it. The competitors are posing a great threat that is inhibiting the growth of Cardinal Health Inc. For example, they are updating their technology every time it comes up. This has not been the case with the organization. However, just as noted above, the continuous evolution of modern technology by Cardinal Health Inc will go a long way in enhancing favorable

competition. In addition, the risk of Cardinal Health Inc suffering from currency fluctuations as a result of its operations around the world may as well be avoided. The new leadership will be transformational in such a way that it is in a position to predict the trends within the economies of different countries. Through this, it will put in place measures to deal with the fluctuations appropriately (Gadirajurrett et al., 2018).

Elements of Leadership that will Improve Balancing Costs, Quality, and Access to Care

Cardinal Health Inc will require individuals that will aim at the establishment of a vision collectively in such a way that professionalism will be enhanced. For efficient delivery of healthcare services, the leaders that will be employed in the organization should have the ability to guide all the stakeholders of Cardinal Health Inc in embracing meaningful and transformative change. The elements discussed in this section will help in improvement in balancing costs, quality as well as access to care to all groups of shareholders within Cardinal Health Inc (Matalliotakis & Patelarou, 2017).

One such element is modeling. The leadership that will be integrated into Cardinal Health Inc will be such that they can define the expectations they require from the healthcare providers. They will lead by example on what they expect that their subjects deliver. They will not expect their employees to perform tasks that they are not prepared for. Additionally, the leadership will also provide support to all the stakeholders in Cardinal Health Inc. This will come in such ways as time, finances, as well as professional learning chances. The leadership will put this in place from the knowledge that forward movement is dependent on this support. It will ensure that no excuse for attending to an emergent issue that requires support arises. The support given will also be a differentiated one because the approach of one-size-fits-all does not work for patients (Ciulla, 2020).

Another element that the incoming leadership will put in place is learning from the past failures. As it is the phenomenon of life, everyone fails. Failure forms the basis upon which learning takes place. The incoming leadership will take up the failures that the leadership in place has had during its operation. It will also work on the failures it will experience during its operation. This will enable the leaders to be fearless agents of change. The incoming leadership will also operate under the element of transparency. The use of this element in the administration will help prevent the patients and healthcare providers from challenging the decisions made by the leadership. Transparency in the administration of the new leadership will be achieved through such means as communication, consensus, decision making that involves all stakeholders as well as the use of technology such as social media platforms. It will be possible for all the stakeholders of Cardinal Health Inc to know how and why the leaders made a certain decision and how the decision impacts the healthcare system (Matalliotakis & Patelarou, 2017).

Moreover, flexibility will be another element that the newly implemented leadership will employ in its operation. This is from the knowledge that being rigid and stubborn is a clear indicator of failing leadership. The leadership to be employed will take into account the points of view from the patients, healthcare workers, and managers among other stakeholders of the organization. From these points of view, they will adjust appropriately where necessary if things are not running as expected. For instance, if the patients complain that they are being sold drugs at a price they cannot afford, the leadership will work on how it can minimize the price (Ciulla, 2020).

Lastly, the new leadership will employ the element of resilience in its administration. Many are times when leadership is confronted with challenges. There will always be a group of people that will undermine and ignore the decisions that the new leadership will likely come up

with. For this reason, the leadership will have to be empathetic as well as thick-skinned. This will lead to resilience. With resilience, Cardinal Health Inc's leadership will be effective.

Forecasted SWOT-Analysis after Leadership Implementation

After successful implementation of effective leadership, there are likely strengths, weaknesses, opportunities, as well as threats that are likely to be experienced among different stakeholder groups; both internal and external.

SWOT Analysis for Internal Stakeholders

Strengths are internal factors that are likely to affect the operations of Cardinal Health Inc positively. Some of the internal stakeholders that we shall assess the SWOT analysis that it is likely to affect after implementation of effective leadership in the organization include the leaders themselves, shareholders, and the nurses.

The leadership may experience strength in the adoption of the new technology because of the strong financial base of Cardinal Health Inc. However much the technology to be adopted may be expensive, the organization is in a position to afford it from its position it holds in terms of financial endowment. From the same financial position, the leaders cannot be hindered from furthering their investments. Healthcare organizations keep advancing their services and consequently their structures. Where in the future the leadership of Cardinal Health Inc may come up with an idea of investing further in different countries, they are in a position to do so. In other words, the finances that the organization possesses can act as a booster in terms of any progress to be advanced by the leadership (Casselman et al., 2017).

On the other hand, expansion of the organization's operations is likely likely to go beyond one continent after another. Cardinal Health Inc operates in many countries of the world which

operate differently in terms of their cultures and lifestyles. These widespread operations may act as threats to the newly implemented leadership of Cardinal Health Inc. because of the existence of diverse cultures across the world. The leadership may lack knowledge of these cultures that may negatively affect the operations of the organization. For this reason, it will make it hard for the leadership to devise mechanisms by which to deal with such situations. Another thing that may pose a challenge to the new leadership of the organization is the legal standards that the healthcare services should meet. Because of these legal standards, new leadership's goals of introducing advanced regulations in the organization may be inhibited thereby risking the organization's exposure to unaffordable lawsuits (Al-Mawali et al., 2018).

Shareholders are also another group that is likely to be affected in terms of the SWOT analysis. These are the owners of Cardinal Health Inc and some factors may emerge that may positively or negatively affect the profitability of the organization. The shareholders may be exposed to an opportunity after the new leadership has increased the access of the organization's products by the customers. Where a wide portfolio of the products is created, a wider market will be reached and in doing so the revenue generated by the organization will have increased. Additionally, the products produced by Cardinal Health Inc are of very high quality. For this reason, it will make it simpler for the new leadership in its pursuit to widen the reach of its market. This is because of the warm welcome of the products that will be experienced by the new market (Casselman et al., 2017).

The expected advancement of technology by the new leadership to be put in place may in some way pose a threat to the organization. The different technologies to be adopted may lack to maintain their efficiency as a result of progressive advancement in technology day after another. Where the technology adopted may become obsolete, the shareholders will have experienced a

loss because of the high expenses incurred in the installation of the technology (Al-Mawali et al., 2018).

The third group of internal stakeholders that is likely to be affected by the implementation of the new leadership is the nurses. With the adoption of the new technology by the leadership, it may require that the nurses undergo additional training. This will strengthen the human resources of the organization which will consequently lead to increased quality of the output. Also, the training, however much it may cost will be afforded by the organization.

SWOT Analysis for External Stakeholders

Under this, we shall assess the external shareholders that are likely to be affected by the new leadership in terms of the SWOT analysis. Some of the stakeholders under this category include the patients and suppliers and the government.

The patients will benefit from the advanced services that will be made more efficient by the new leadership. Through advancement in technology, the products and services offered by Cardinal Health Inc. will be more efficient and of high quality. This is a strength for the organization and at the same time a benefit to the patients, who are the customers of the organization. their health conditions will improve from the consumption of the products and the services. Additionally, the wide market reached by the organization after expansion by the new leadership will improve the satisfaction of the patients because more of them will be able to access healthcare services (Casselman et al., 2017)).

The customers may also have expectations from the new leadership adopted by the organization. Where the leadership may not be in a position to act on these expectations, it may become hard to make decisions that may steer the operations of the organization forward. This is

because the organization may not tell the area that needs improvement for the betterment of the operations. If complaints by the customers are not efficiently handled, the customers may talk bad about the organization which may taint its image (Al-Mawali et al., 2018).

The suppliers will likely be affected by the new policies to be adopted by the new leadership. These policies may either be favorable or unfavorable. Where the policies are favorable, the suppliers will sufficiently provide and this will strengthen the operations of the organization. on the other hand, where the policies may not favor the suppliers, they may likely shift their attention to organizations where the policies are friendly to them. This will negatively affect the organizational operations from insufficient raw materials that will be provided (Casselman et al., 2017).

Lastly, the government comes in where it is responsible for the regulation of laws that govern the operations of the business. These may be in form of taxation as well as the rules to be met. For example, the imposition of high taxation by the government would mean that the cost of production increases. This will have an impact on the price that the customers will be charged for product services. The prices will increase and therefore affect the sales volume. Where the rules set by the government are strict, they may inhibit some policies that the new leadership may be willing to adopt (Al-Mawali et al., 2018).

Strategic Communication Plan

The implementation of the new leadership needs to be known to every stakeholder within the organization as well as the healthcare industry. The key message to be communicated will be “The change of Cardinal Health Inc’s leadership to keep up with the changing events of healthcare services delivery. The new leadership will see to the betterment of the services offered

by the organization to improve consumer satisfaction.” The audience of this message will include all the stakeholders of the organization; shareholders, healthcare providers, patients, the government as well and suppliers. The aim of communicating this message will be to enhance cooperation with the new leadership and accord it the necessary support required. This message will be communicated through Cardinal Health Inc's Facebook page as well use of internal memos. It will be shared for a whole month to allow every intended audience to access the message. Upon receiving the message, the stakeholders will be allowed to give comments or suggestions through the Facebook page comment section or use the suggestion box in all the organization's branches. The board members will go through the message to approve or disapprove of it. Where they will recommend changes, they will be done to make it effective. At this point, the plan is ready to be adopted (Xiaofan et al., 2017).

Press Release

“Following the need to upgrade our mode of operations in our organization, we would wish to inform our esteemed customers and the entire healthcare industry that we have decided to change the leadership of Cardinal Health In. In doing so, we look forward to having a transformational leadership that will enhance the betterment of services and improvement of our consumers' satisfaction. We, therefore, urge the concerned parties to accord the new leadership the cooperation it may require and obey the changes they will bring along. We look forward to taking our organization to the next level. Thank you.”

In conclusion, Cardinal Health Inc's decision to implement effective leadership will go a long way in enhancing the organization's growth in terms of service delivery and consumer satisfaction. The leadership will take advantage of the available strengths and opportunities and work on ways to cope with weaknesses and threats.

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