

**MHA-FPX5068 Assessment 2: Vila Health: Effective Leadership and Communication**

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Program Name or Degree Name (e.g., Bachelor of Science in Psychology), University

COURSE XXX: Title of Course

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Month XX, 2024

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## **Vila Health: Effective Leadership and Communication**

St. Anthony Medical Center, Minnesota's main Vila Health institution, has made great progress in integrating health information technology across the hospital. Still, interoperability and end-user acceptance have presented certain hurdles (Vila Health, n.d.). There appears to be a problem with the program that some end customers are experiencing, which needs to be fixed. Before the new product goes live, the vendor has demonstrated support by going above and beyond to ensure everything runs well. In terms of leading the adoption of healthcare technology and solutions, this paper will outline tactics for informing stakeholders, elucidating how to handle vendor relationships, creating plans to address novel obstacles, and spotting possibilities.

### **Ongoing Strategies for Communicating Updates and Changes to Health Care Technology Systems**

Healthcare technology is always changing, so facilities must keep current and adapt to future additions, investments, and infrastructure changes. User buy-in is essential to the new system's successful implementation (Lehne et al., 2019). Healthcare providers must guarantee that staff members are proficient in using HIM systems and easily incorporate them into current workflows to maximize their investment. Success mostly depends on gaining user buy-in and efficiently managing change.

Healthcare organizations need effective leadership to prevent HIT implementation failure, necessitating further research into leaders' roles (Laukka et al., 2020). There are some critical thoughts to consider in supporting the implementation of HIT systems. According to Cresswell et al. (2013), to ensure the success of HIT systems, it is important to follow these key components: establish a clear understanding of the problem or problems that the technology is intended to help with, foster agreement, weigh your options, select systems that are both affordable and meet

clinical needs, make appropriate plans, do not forget about the infrastructure, train staff, monitor progress over time, maintain the system, and persevere. Following these key components will benefit the support of the implementation process and system upgrades.

### **Ways to Manage Relationships with Vendors and Support Organizational Growth**

Managing the relationship between the institution and the vendors is essential in supporting the organization's implementation and optimal health information management systems maintenance. Various ways exist to enhance the management of a healthy vendor relationship. According to Baashar et al. (2020), institutions can manage vendor relationships by establishing clear communication and feedback channels, training and support, and collaborative planning and execution.

Clear communication and feedback channels will enable the institution to define its expectations with the vendors and provide feedback that can be used to improve the systems (Wilson, 2019). In addition, the institution should request training needs from the vendor and ensure that the staff are trained accordingly before system implementation. Adequate training will also encourage the vendors to maintain ongoing support and assistance in case of technical hitches. More so, the institution can manage its relationship with the vendors by engaging them in the planning and execution the new systems, thus ensuring the system is implemented effectively to avoid preventable technical issues.

Using the mentioned ways is vital in supporting organizational needs since the vendors will be ready to support the organization in similar system needs. However, these methods require additional resources to be put in place, thus presenting a disadvantage for low-resource institutions. For instance, additional training requires additional resources. The institution may

also need a vendor relationship management team to streamline the communication between the institution and the vendor.

### **Ways to Meet New Challenges, Considerations, and Risks of the Technology Environment**

#### **Using Sound Management Principles**

The healthcare technology environment is always faced with challenges and risks. As the operation manager, it is vital to apply sound management principles in addressing these challenges and risks, thus ensuring the organization continues its operations without negatively affecting the workflow and services. The sound management principles include risk management, adaptability and flexibility, and continuous improvement (Webster & Wyatt, 2020). These principles can meet new challenges and risks by conducting regular technology assessments and compliance audits, implementing data management principles, and strategically planning for new technology adoption. However, it is crucial to evaluate the appropriateness of these recommendations in meeting the new challenges, considerations, and technology risks. The criteria that could be used include the feasibility of the recommendation in meeting the challenge, its alignment with the organizational culture and goals, its appropriateness in mitigating risks, and the cost over the benefit of the recommendation.

#### **Opportunities to Act in a Leadership Capacity in the Implementation and Use of Health**

##### **Care Technology and Solutions**

Operations managers have various opportunities to act in a leadership capacity in implementing healthcare technology and solutions. As mentioned earlier, the operations manager should apply sound management principles throughout the implementation process of healthcare technology solutions. These opportunities include investing in cybersecurity measures, leading in continuous skill development and training, and regular technological assessment and update adoption.

According to Chen and Decary (2020), healthcare leaders should be at the frontline in leading the implementation and use of healthcare technology solutions in their institutions by overseeing data protection measures, continuous skill development, and technological updates assessment. More so, other perspectives on acting in leadership include providing the necessary guidance in implementing and using healthcare technology solutions and galvanizing resources to facilitate the process (Chen & Decary, 2020).

### **Conclusion**

Healthcare technology systems change rapidly with the rapid technological advancement in the field. It is, therefore, necessary to communicate changes and updates with the end-users to prevent inefficiencies in care services. Institutions should manage their relationships with vendors to enhance organizational support and growth. Additionally, healthcare institutional leaders should act in a leadership capacity and embrace opportunities to meet new challenges and risks in the technology environment.

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