My company's mission is to provide patient center and customized care for every patient. At my company they look at the overall picture they make sure they provide individual custom care for all their patients in every aspect of the business. So they focus on their overall low infection rates, timely response to scheduling, and their wait times in the ER. The goal is to provide patients with a good overall experience in every department. Within my department we are looking to make sure that all are patients receive their services in a timely manner whether they receive the services at our hospital or somewhere else we will schedule them. The goal is to make sure our patients are happy with where they are going for treatment and they receive quality care.

One way our department creates a mindset for competitive advantage is we track the numbers for amount of patients scheduled and how many of those patients we convinced to stay within our organization rather than going somewhere else for their treatment. We are constantly running reports to try and see who is doing the best job and scheduling the largest amount of people.

Reference:

Brumley, S. (2017, November 21). Key Concepts of Total Quality Management Within a Health Care Organization. Retrieved from <https://smallbusiness.chron.com/key-concepts-total-quality-management-within-health-care-organization-77731.html>