Optimizing Backend Processes for Enhanced Operational Efficiency in Visit Health: A Management Trainee Operations Perspective

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Introduction

As a management trainee in Visit Health's operations, my research aimed to optimize the backend operations to improve overall efficiency. By addressing bottlenecks and inefficiencies, we can enhance resource utilization and deliver better healthcare services to our patients.

Research Question

How can the backend process in Visit Health be streamlined to enhance operational efficiency and optimize resource utilization?

Objectives

- Assess the current state of the backend process in Visit Health.
- Identify bottlenecks and areas of inefficiency within the backend operations.
- Propose and evaluate strategies to streamline the backend process.
- Measure the impact of process optimization on organizational efficiency.

Study Design

- To comprehensively analyze the backend process in Visit Health, we adopted a mixed-methods approach. This approach combines qualitative and quantitative techniques to provide a holistic view of the operations.
- We conducted interviews, observations, and distributed questionnaires to collect relevant data for our research.

Organization Brief

- Visit Health is a leading healthcare organization that provides remote healthcare services through a digital platform. Our research specifically focuses on the backend operations within Visit Health to identify areas for improvement.

Study Population

- We included backend staff, management trainees, and relevant stakeholders involved in Visit Health's backend operations as our study population. We aimed to capture diverse perspectives and insights into the current processes.

Study Tools - Interviews

- Semi-structured interviews were conducted with backend staff and management trainees. These interviews provided valuable insights into the current processes, challenges faced, and potential areas for improvement.

Study Tools - Observations

- Direct observations of the backend operations were conducted to identify inefficiencies and bottlenecks. This firsthand observation allowed us to observe the workflow and operational issues in real-time.

Study Tools - Questionnaires

- Questionnaires were distributed among the backend staff and management trainees to collect quantitative data. These questionnaires focused on employee satisfaction, workload, and perceptions of the backend process.

Duration of Study and Sample Size

- Our study was conducted over a period of 2 months, from April to June. The sample size consisted of 12 staff members of Networking team

Sampling Technique and Data Collection Procedure

- Sampling Technique and Data Collection Procedure: Convenience sampling was employed to select willing participants from the backend staff and management trainees.
- Data was collected through interviews, observations, and questionnaires. Interviews were audio-recorded with participant consent, observations were documented, and questionnaires were administered electronically.

Data Analysis Plan

- The qualitative data collected from interviews and observations will be analyzed thematically using a coding framework. This analysis will help us identify patterns, themes, and areas for improvement.

Implications of Research

- The findings of our research will provide valuable insights into the current state of the backend process in Visit Health. By streamlining the backend process, we can enhance operational efficiency, optimize resource utilization, and ultimately provide better healthcare services to our patients.

References

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