Developing the Information Management Department into a Public Utility Company in Central Finland Health Care District

Eija HÄYRINENa,1, Kaisa LEMMETTYb,
a,bPublic Utility Company MediKes, Central Finland Health Care District, Jyväskylä, Finland

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The Information Management department in Central Finland Health Care District was formed into Public Utility Company called MediKes at the beginning of year 2008. Process Improvement Project (PIP) methods were utilised in the development project. The focus on development was to construct a connection from organisational process output to individual performance output. The three levels of performance are organisational, process and job performance. In order to improve performance the three variables; goals, design and management were addressed. The development project was launched for continuous improvement and the project tasks were designed to have impact on every service level.

All the employees (n= 29) participated in training to upgrade their individual performance. Both personal and team knowledge was emphasized by continuous learning models. Firstly the core processes and outputs were identified by interviewing managers and employees. Then group meetings were held and consensus models of processes and main outputs were established. IT Infrastructure Services and Information System Services were specified as the core processes for the company. Each process has a definite owner and the owner team responsible for service range within their proficiency. And furthermore, every service has its own dedicated custom service manager.

For time being there is a preparation to conduct a survey to find out how well employees cope with their new team roles, processes and job performance. Health care is continuous function and is developing constantly. The challenge for the MediKes Company is to keep up with the technological progress in ICT as well as provide continuous excellent service to health care organizations in Central Finland region. The prime goal for the MediKes company enhancement is to make the excellent service and outstanding satisfaction of the customer.

1 Corresponding Author: Keskussairaalantie 19, FI-40620 Jyväskylä, Finland, eija.hayrinen@medikes.fi, http://www.medikes.fi