

Application and Experience of Putting People First in Hospital Human Resource Management

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Abstract: The recent years have witnessed the rapid economic growth of our country. The medical industry has also come to a new era. The number of hospital staff continues to increase, while some problems of managing human resource have gradually emerged. These problems have a bad impact on the functions of the hospital. We must attach great importance to solve them. In the process of managing the human resources of hospital, we must insist to put people first. That is how we can better boost the working initiative of medical staff, setting the foundation for the development of hospital in a long run. This article has conducted deepening research on this issue. First of all, it briefly introduced the theory of putting people first. And then it stated the connotation of the theory of putting people first applied in managing human resources of hospital. At last, it explored the strategies on applying the theory of putting people first in managing human resources of hospital in accordance to the concrete conditions.

Keywords: Hospital; Human resource management; Talent training

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1 Introduction

In the new era of rapid economic growth, medical industry is faced with severe challenges by counterparts in the market as other industry is. If

the hospital wants to constantly develop its own competitiveness in a long run in this complex society, it must attach great importance to the training and utilization of medical staff. The implementation of managing human resources play an important role in achieving this goal. However, in terms of the current situation, many medical institutions didn't do well in managing human resources after we conducted researches in multiple aspects based on the reality of human resources in the hospital. They neglected to put the theory of putting people first through the work, which accounts for decreasing the efficiency of managing human resources. It is not beneficial to the construction and development of hospital. Regarding to this, we must highlight this problem by innovating the methods of managing human resources and optimizing management system from the perspective of putting people first from many aspects. This will better foster the working potential of medical staff, promoting the development of hospital.

2 An outline of the “putting people first” theory

2.1 Putting people first

The theory of putting people first emphasizes that we should treat the people as the center, attaching importance to the benefits of people. It will put respecting, trusting, concerning, cultivating, educating and developing people in the first place. Concerning the demand of people and understanding their mind will be helpful to boost the potential of people, which will promote their development.

2.2 Putting people first and managing human resources

As for managing human resources of enterprises, the theory of putting people first means that the relevant government departments treat the staff as the center in the process of conducting management. They apply diversified methods of management to show the principal position of personnel, which will improve the initiative of them. The theory of putting people first requires that the government departments should abide by the principle of putting people first in the process of managing human resources, treating people as the key elements in developing the organization. They should emphasize the importance of people in every session of managing the internal organization to realize the coordination of personal, organizational and social goals. Every individual will boost the development of organization which will make a progress on the society.

3 Applying the connotations of putting people first of managing human resources of hospital

The theory of putting people first emphasizes that we should establish the system of managing medical staff in accordance with the actual needs of them, when implementing the management of human resources of enterprises. It mainly focuses on the principal position of individual. It pursues to mobilize the willingness of medical staff by cultivating and managing them, which provide supports for their learning and working process. This will better awake the potential of personnel, promoting the construction and development of hospital which is special and unneglectable in our country. It both influence the social growth and benefits of people. It is of great significance to apply the theory of putting people first in the hospital, which is shown in the following aspects:

3.1 It helps to mobilize the working initiative of medical staff

Once the theory of putting people first is applied in managing human resources of hospital, we will concern about the basic needs, mental health and emotional variations of medical staff. Hence it will boost the moral of them after then. It is of great significance for realizing and developing the long-

term goals of hospital.

3.2 It helps to promote the self-encouragement of medical staff

The traditional management of human resources is difficult to activate the working potential of medical staff because it is rigid. That being said, applying the theory of putting people first can rectify the misconception of managers, focusing on the actual needs of medical staff. It will provide more opportunities for them to present themselves, which is beneficial for them to encourage themselves.

3.3 It helps the hospital to select excellent medical professionals

Running the concept of putting people first through managing the human resource of hospital can give full play to the potential of employees, thus fully demonstrating the noble quality and solid professional skills of high-caliber personnel. It helps the hospital select outstanding medical staff and makes it easier for the managers to arrange the right positions for medical staff.

4 The application strategy of the concept of putting people first in managing human resources of hospital

4.1 Improving human resource management

Departments of hospital must innovate and improve traditional methods of managing human resource, eliminating fundamentally the shortage of personnel caused by improper management. Otherwise, it will inevitably hinder the potential of the personnel. At the same time, the management must actively infiltrate the concept of putting people first into the management of human resource management by optimizing the model of personnel recruitment and selection of hospital. It should improve the management system of human resource in accordance with actual needs. The hospital should analyze and understand the professional expertise, business capabilities and professional qualities of employees from many aspects. And then it will plan and arrange them scientifically and rationally according to the requirements of each position. That is how can we build a good healthcare service system after the optimization of the personnel service system of hospital.

4.2 Innovating personnel establishment management

In the current new era, since the public hospital filing system management (total internal control) has been implemented, hospitals must innovate and improve the current management system of staffing, during which it actively infiltrates the concept of putting people first. And the existing goals of managing human resources are integrated into the overall planning and deployment of the hospital. It should renew the awareness of personnel management, and design different staffing for the personnel according to the actual situation. The hospital should optimize staff recruitment and selection standards, which will fundamentally improve the professionalism of the service system of hospital's personnel.

4.3 Improving the salary and reward system

In the human resource management of hospitals, if we want to better implement the concept of putting people first, the improvement and implementation of the employee reward system is very important. And it is an effective tool for motivating and guiding employees. The incentives here can mainly be divided into spiritual and material incentives. Meanwhile, the work performance of employees can be measured according to salary whose system can be adjusted reasonably, so as to better meet the needs of enterprise operation and development. In this way, the enthusiasm of employees to participate in work can be effectively improved, thereby ensuring work efficiency.

4.4 Applying scientific assessment

Relevant managers of hospital must formulate reasonable evaluation methods for employee and set scientific evaluation standards based on actual conditions. This will better stimulate employees' competitiveness, and mobilize employees' work initiative, which enables them to make full use of their fragmented time to devote themselves to medical research and skill learning. That way, they can improve professional knowledge, professional quality and medical skills to serve more patients in actual work. However, in order to fully promote the innovation and implementation of the assessment mechanism, managers must formulate a scientific and reasonable evaluation from the perspective of concept of putting people first. They should establish

a scientific and reasonable performance assessment system based on the actual conditions of the hospital staff, build a complete performance assessment system, and refine the assessment work. It should fully implement performance appraisal to every department and every post to ensure that the appraisal results are authentic and accurate. In addition, if there are many tasks, large workloads, or major safety accidents, the content of the assessment mechanism should be appropriately optimized to appropriately relieve work pressure for employees and ensure that employees have enough rest time.

4.5 Strengthening the construction of organizational culture

If the hospital wants to fully integrate the concept of putting people first into the management of human resource, it must fully understand the basic needs of medical staff, actively conduct questionnaire surveys, understand the work pressure and living conditions of medical staff, and take diversified measures to meet their reasonable needs as much as possible. The opinions and suggestions put forward by medical staff should be carefully taken into consideration. We should solve the problem in accordance to the concrete conditions. We should attach great importance to the construction of hospital culture. The hospital should organize various cultural and sports activities and entertainment activities regularly within the budget of hospital. And various medical service lectures should be held on the hospital website, public account, office platform, etc. to encourage the general medical service. The active participation of employees helps medical staff relieve their mental stress on the basis of enriching their spare-time lives, and can also improve the profession ability of medical staff to a certain extent. At the same time, it can also promote the establishment of a good image of the hospital, and gain recognition and favor from the outside while enhancing the sense of belonging of employees.

4.6 Strengthening education and training of medical staff

It is necessary to do a good job of training and education of hospital staff in accordance with actual needs, fully infiltrating the concept of putting people first. It provides professional training for all medical staff. Starting from the three aspects of human,

material and financial resources, various seminars of medical service are held regularly to provide medical staff with multiple learning opportunities, which can both broaden their knowledge horizons and effectively improve the professional healthcare and nursing of the personnel of hospital. Therefore, it will build a high-level medical team. It is also possible to actively invite experts and scholars in the medical field to carry out professional training activities in the hospital, and require the active participation of hospital staff. That is how the concept of putting people first can be implemented authentically and the overall caliber of the hospital's talent team can be effectively promoted.

5 The experience of applying the concept of putting people first in managing human resources of hospital

5.1 Putting the work into practice

In order to truly infiltrate the concept of putting people first into managing human resources, the hospital must implement the work into reality. It should comprehensively do a good job in the construction of the hospital environment, so that all employees are in a harmonious, friendly and respectful atmosphere. It will ensure that employees can be delighted physically and mentally at work. That is how we can effectively improve work efficiency. When it is found that employees are experiencing large emotional fluctuations, they must be guided and dealt with at the first time to fundamentally avoid adverse effects. This will fully highlight the humanity of human resource management.

5.2 Constructing a sound management system

Regarding of the effective implementation of the concept of putting people first in managing human resources of hospital, the role of the management system is also very important. The question of whether the management system is perfect or not affects the development of the concept of putting people first to a large extent. In response to this problem, the hospital must have a complete system

and implement it strictly in actual work in the process of managing human resources. It will reduce the chances of contradictions and stimulate the enthusiasm of employees. Eventually it promotes the hospital to achieve efficient and standardized development.

6 Conclusion

To sum up, in terms of construction and development of hospitals, human resource management plays an important role. The penetration of the concept of putting people first is very important in order to better realize the goal of human resource management. However, in terms of current situation, many hospitals have certain problems in the process of implementing this work. In this regard, the hospital management must attach great importance to improve the management system of human resource from many aspects and build a perfect management system. At the same time, we should strengthen the education and training of medical staff and create an appropriate working environment for them. Only in this way can we fully demonstrate the humanistic characteristics of human resource management and promote the long-term development of the hospital after motivating medical staff.

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