A Study of Web-Based Employee Assistance Programs in the Teaching Hospital

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ABSTRACT: The medical institutions are highly intelligence and human resource appliance industry, in recent years, under the policy of the Total Amount Budget System in the Taiwan's National Health Insurance, the competition among medical institution are become vigorous gradually. If we thought hospital employees are interior customers and patient are exterior customers. Form the point of view of customer satisfaction, interior customers have more priority than exterior customers. It is become more important to introduce the employee assistant programs (EAPs) basics from human resource capital theory.Because of the request of hospital appraisal, modern hospitals pay more attention to improving employee assistant programs. Also Because of the property of multiple professional by herself, the demand about professional consultant and human resource that needed by implementation of EAPs in hospital can be acquired from the integration inside the hospital. However, how to merge the web platform, the web-based EAPs, still is the important issue needs more discussion.This research is the comparative analysis the situation of teaching hospital about the implementation of EAPs. We chose two hospitals located in Taiwan south. Through the interviews of the high-level managers and executives, we can built and construct the scene for realizing modern hospitals' EAPs. This research found the following advantages when merging network into the EAPs: (1) the property of network anonymous can protect the privacy (2) internal resource can be used more efficiently (3) information service can be supplied more personally (4) the staffs' performance can be tracked more effectively which can build more sophisticated supervisor system. The above result can offer reference to the medical institutes that pursuing networked-EAPs.

Keywords: Web-Based, Network platform, EAPs(Employee Assistance Programs), teaching hospital
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1   Introduction

It is long-standing for our country to implement the hospital evaluation system from 1978. Taiwan is the fourth country in the world complied with the hospital evaluation system. National Health Administration, Ministry of Education and Taiwan Joint Commission on Hospital Accreditation (TJCHA), begin to pursue and make the hospital and comment the hospital evaluation system newly from last year. One of the facts is the result of hospital evaluation can influence strongly on "point value" of National Health Insurance

directly or indirectly, in other words the result of the hospital evaluation will become one of the important factor of medical institution income, at the meantime, under the institution of total amount system in recent years, the management among the medical organizations is becoming fiercer in competition, so through the tactics that the network platform combines inside the hospital, to reach and make the hospital and comment the demand for the TJCHA materials newly, become the trend gradually too; In order to make hospital comment TJCHA chapter eight manpower quality raise and whom quality promote comment TJCHA project is it think to come newly, require the following several items clearly: 8.1.3.2 staff's satisfaction investigation and unsatisfied the item relevantly to deal with the materials and recording, 8.1.4.6 possesses in the courtyard staff's psychology and spirit support the mechanism, 8.1.5.2 positive planning and really carrying out staff's health activity and welfare system, 8.1.5.3 and devoted to perfecting the suitable working environment in construction; above-mentioned the demand a lot of of project with ' the staff help the scheme ' (EAPs: Employee Assistance Programs) Intension perfectly in harmony or agreement without previous consultation, so more and more teaching hospitals pay attention to staff's helping the push of the scheme even more, think should how pursue networked staff help the scheme further even.

In fact, medical care is a kind of activity with intensive manpower, serve the patient's interdynamic behavior to make up via many kinds of professional personnel. In addition, see from the view of serving marketing, on sale throughout outside prerequisite that performance succeed of marketing of interior employee,and customer the satisfied with staff are the more satisfied to have close relation[9]; In day by day fierce medical environment of competition, how to improve and serve quality, create the external customer satisfiedly, it is often that the hospital manages the factor of key to success, will have the satisfactory outside customer's thinking on the basis of having inside customer who is satisfied with,All kinds of teaching hospital pursues the staff and helps the scheme to seem to be a share of tempting trends, and more and more teaching hospitals join the ranks that promote networked staff to help the scheme successively.

From the view point of managing in enterprises, if the staff's problem is unable to get proper treatment or assistance, on one hand may influence individuals in the work or the behavior in life, may even influence enterprise's whole productivity and competitiveness relatedly on the other hand, and staff help just because scheme can help the staff in the face of solve the problem, have been paid attention to by enterprises gradually.

Taiwan enterprise implement staff help main content of the scheme as follows, at present Education and training, coach, career planning and health welfare of consulting etc[3].

Enterprises of Taiwan should pay attention to the implementation of humanized management, implement schemes of helping of staff early, survive continuously forever with favourable enterprises[3].

2   Purpose

On the basis of there is inside customer who is satisfied with that will have the satisfactory outside customer's thinking, it is important that the medical organization pursues the staff based on capital view of manpower and helps the scheme to appear even more, and through the construction and merger of the network platform, combine the specific service scheme, to build and construct more appropriate staff and help the scheme, it will be the main purpose of this research.

3   Literature Review
3.1   EAPS

EAPs can bring for enterprise a lot of direct or indirect front influence[3]; Advanced country pursue staff help scheme having annual already competent in America and Europe, it is mainly help by implementation of scheme by staff,it help staff not to be lasted their at work or at work's problem. (for instance: Psychology, marriage, family, economy...) Because the staff help the implementation of the scheme to bring the new opportunity for the staff, enterprise and whole society, the staff of all kinds of help the scheme to expand and open gradually like the mushrooms after rain, have been adopted far and wide by the business circles gradually too[7][6] .

According to the definition of EAPs in Taiwan, it is enterprise's organization in order to look after the staff and promote productivity that the staff help the scheme, a kind of plans or activities offered, the purpose lies in finding that solves the personal question of production about working[2].

EAPs have three major main shafts in Taiwan [2] :

(1)The health: It is healthy to help individuals to safeguard.

(2) The working range pursues and continues the career to develop forever.

(3) Life: Promote the quality of the life.

And the common staff of hospital serve the specific service scheme that the scheme offers: Education and training and career programme (people's money department sponsors) , the work helps the scheme (manage or audit the department to sponsor) , health welfare scheme (welfare committee, labour and capital committee. There aren't staff of enterprise, and then utilize worker's system of inside will, welfare committee, labour and capital department combine or coordinate the execution track type of outside resources[3].

3.2   NETWORKED EAPS

Networked EAPS bring many advantages, for instance: The convenience, information of study are instant and make use of network to carry on colony's cooperation to study, there is function of adding fen on simple cooperative study, make use of network to do knowledge to search, or share one's own knowledge with other learners through the network, all have relevant effects to the study of the colony or the individual[5]; If can make the best of the networked characteristic, the information management organizing, on one hand accumulate the staff's intelligence, can create the competition advantage organized on the other hand, believe that can bring positive influence for organizing.

Several study ways of medical science can be divided into the following several kinds: 1.Synchronous long-distance teaching: With the video meeting system, offer far the network of the distance study the way; 2.Course of the webpage (Webcourse) : Utilize webpages to offer and have a class to the teaching material of teaching materials, can combine video-information to select at the same time (VOD)   ; 3.Fictitious classroom: Offer the chatroom moving ahead simultaneously, or discuss the non- synchronous interdynamic zone of discussion to different themes; 4.Computer assists and studies the case: Offer the simulation clinical true case study way [1] . And study the fictitious system of medical college of organizational system through digit (see enclosure three) ,Can be divided into four subsystems of fictitious classroom, fictitious group of groups, the fictitious library and fictitious patient according to the function contained by it, not only can give consideration to clinical teaching and can break the restrictions of the time and space in study.

With the flourishing development of network information science and technology, and the competition in the medical environment is fierce day by day, the systematization and electronization of the management and administration of the hospital, has become the trend gradually, for example: The information system of the hospital chooses the true patient's materials in the electronic case, change and set up teaching database automatically through the medical information standard, from behind clinical teacher and editor, become the network and study the clinical case, offer and cure thing personnel to study on-linely. Usable network offer various kinds of cure the desease the interdynamic interface as to people, offer correct medical knowledge, does not look on in order to correct the people as the health idea [1]. So pass the merger and development of various kinds of network platforms, and then build and construct a platform where informationalized staff helped the scheme, can let the layers of management of the hospital understand the state of hospital staff immediately; Hospital promote courtyard various kinds of staff help specific service scheme of scheme (education and training, person who consult coach, is it help to work, health welfare, career plan) Can collocate knowledge various kinds of network technology platforms that administrative institute spend in the courtyard often, for instance: Entry websites of enterprises (Enterprise Information Portal) , the on-line study system (E-learning System) , and the knowledge community platform (Knowledge Community System).

4   RESEARCH DESIGN
4.1   RESEARCH PROCRESS

During one year (since July of 1994) period in this research , the step to mainly divide into following five stages:

(1) The first stage: Collect the view in many ways, read relevant documents, join and visit all counties and cities and every level teaching hospital, determine to regard Kaohsiung as the main research field.

(2) The second stage: By the first stage income materials and document, determine to regard teaching hospitals of Kaohsiung as the main research hospital group, choose 2 representative class-B teaching hospitals to carry on general interview, form the preliminary interview outline.

(3) The third stage: Developed half a structural formula questionnaires or interview outlines by the above-mentioned income materials, carry on interview to above-mentioned 2 class-B teaching hospitals; Put the message and materials won in order and analyze, make the preliminary summing up and conclusion.

(4) The fourth stage: Use the third stage materials to revise the interview outline or half a structural formula questionnaire, carry on the last interview, collect and make up the important information and materials omitted or neglected the third stage.

(5) The fifth stage: Cooperate with various kinds of interview income materials, documents, satisfaction survey materials, carry on the last arrangement and analysis, writing the research paper.

4.2   RESEARCH APPROACH
4.2.1   Choice of the research approach
Research institute this use research approach with field research of quality, regard interview law as main technology mainly.
4.2.2   Choice of interview technology
This research will use unofficial interview, the interview technology adopted can be divided into general face-to-face interview and depth interview. General face-to-face interview is using during first two stages, there are only some specific themes, but there is not interview outline or the interview questionnaire of half a structural formula; Depth interview is applied to the third and the fourth stage, it is the main fact to adopt the open question, is it make some closed questions subsidiary to complement, will according to have systematic structure is it succeed interview outline to grade, beneficial to guiding out deeper interview information, so can sort out as the interview questionnaire of half a structural formula.
4.2.3   Preliminary direction of interview
This research is in putting in order at the first stage and the second stage interview materials and document, put two major focal points in order out:
(1)Channel into networked staff help scheme, meaning in hospital and why it will be function?
(2)When the hospital pursues networked staff and helps the scheme, which are the factor with influence most power?

4.3   TACTICS THAT SAMPLE
4.3.1   Tactics that sample
Research this in case with visit part chosen to date adopt quota sample and is it sample two kinds of conception sample in the way to snowball hospital;

The survey materials of satisfaction use the analysis result after the overall general survey.
4.3.2   The ones that visited and dated were chosen.
Seek and ask 2 case hospitals(A Hospital & B Hospital) with will at first, sample law and look for news to report people in accordance with the quota of institute this (business representative, business undertaker) 2, report to 4 persons of news persons carry on interview, in order to form the interview outline respectively, it pass future it report by interview and other channel of people about news (for instance: Association of regional hospital) ,In accordance with the way of snowballing and sampling, find out other class-B teaching hospital and news with will and report people.

4.4   RESEARCH TOOL AND ANALYSIS
4.4.1   Research tools
Research tool that this research institute uses is as follows, relevant statistical data (for instance: Cure the slip and know all kinds of statistical data of websites) , general interview record, depth interview record, satisfaction survey materials   .
4.4.2   The materials are collected
This research will use recording equipment, field note, and various kinds of interview records.

This research is in the part of the interview materials, depend on content analysis principle and carrying on log-in and putting in order of content analytic approach mentioned[8]; The survey materials of satisfaction and management and administration indicator, the use case hospital quantizes the achievement materials studied.

5   CONCLUSION & DISCUSSION
5.1   STUDY THE PRELIMINARY RESULT
5.1.1   The overview of hospital of Kaohsiung is described
This count and count, and cure the slip and know website's statistical data in March of 2005 in all kinds of medical organizations of Taiwan according to 2004, there are all kinds of medical organization in all altogether at present in the administrative area of Kaohsiung city 902 are third only to Taipei city and Taipei county, unless it amount to 11, for teaching hospital not class- I in medical center of 2,count teaching hospital classification house not other like after: 7 class-II teaching hospitals in the area, 2 regional class-II

teaching hospitals, 1 teaching hospital of specialized department [4] ; Strong in assuring that pays the system and limits and requires the medium and small-scale teaching hospital quite more in total valuing in recent years, cause 600 bed medium and small-scale teaching hospital is it assure income fall sharply, and hospital comment result of ancient bronze mirror can influence income protected to strong in too to good for too, so more and more regional hospitals begin to channel into the tactics of networked information management, can send and look at then develop various kinds of and innovate the tactics managed(networked staff help the scheme to be one kind of them) In order to is it good for system of assuring and comment demand, ancient bronze mirror of system to accord with, is it can develop through merger of network platform appropriate staff help the scheme to hope.

5.1.2   Brief introduction of case hospital
2 case hospitals lie in Kaohsiung, belong to the community class-II teaching hospital and regional class-II teaching hospital , A Hospital is a municipal hospital, can offer medical treatment service the total sick bed is counted among 500~600 beds, B Hospital is a religious hospital, can offer medical treatment service the total sick bed is counted among 450~550 beds.

5.1.3 The networked EAPs of case hospital platform overview
The staff of A Hospital help the network platform of the scheme to launch formally, adopt and reach the standard grade for the staff of the whole institute to use first, and then in accordance with using the situation and demand to revise at any time, the network technology used mainly is ASP, the page, like enclosure one, two, the mainly responsible business pursues the unit as the medical unit after websites inscroll, information personnel from the courtyard help the network technology.

The staff of B Hospital help the network platform test edition of the scheme to finish, but has not launched formally yet, adopt and test the situation of using, reach the standard grade after finishing testing and revising in a relevant service bits within the open courtyard, the network technology used mainly is SharePoint Team Services, the mainly responsible business pursues the unit as the administrative unit, research and development personnel with the information background from the courtyard help the network technology.

5.1.4   Brief introduction of interviewees
Second research this stage report people respectively 2 on 2 case news that hospital choose

(business representative, business undertaker) Amounting to 4, basic materials are as follows:

Table1. basic materials of 4 Interviewers

	Classification	Age and service seniority	Academic credentials	Sex
A Hospital Interviewer A	Executive	11	Master	Female
A Hospital Interviewer B	Undertaker	4	Bachelor	Female
B Hospital Interviewer C	Executive	5	Bachelor	Female
B Hospital Interviewer D	Undertaker	One year	Bachelor	Male

5.2   DISCOVER TENTATIVELY
This research is paid attention to through documents and interview materials, find tentatively the advantage that 2 case hospitals channel into the networked information management scheme is as follows:
(1)The principle of the anonymous and information privacy is implemented.
(2)Can combine inside resources more effectively even more .
(3)Can offer information or the service to the demand of melting individually
(4)Can set up attendants' performance and examine the mechanism of supervising effectively.

5.3   STUDY AND LIMIT AND PROPOSE
5.3.1   limits
The main restriction of this research is as follows, letter degree high but result degree low, this study common shortcoming for quality, in addition researcher enter influence, available resource, manpower, restriction of funds of field after the field, all that the research which quality researchers can't neglect is limited too.

So, this research will begin to try to develop the interview outline of half a structural formula at the third stage, expect to promote and study the result degree, enable this research to have letter degree and result degree concurrently at the same time, while carrying on interview analysis again in the future, will adopt the trigonometry to determine the law and so as to ensure mutual consistency: Choose to enter the field in order to participate in the observer's identity, try one's best to establish good relation with objective researcher's position and interviewee, use half a structural formula interview outline, to reduce the researcher's

subjective influence. In studying ethics, follow the principle that agrees in the know, the principle of interviewee's voluntary participation that that is to say; And in order to guarantee interviewees and case hospital rights and interests, adopt the anonymous principle without exception.

5.3.2 Propose

This research is proposed followingly tentatively:

(1)Match the proper management indicator to control, encourage the networked staff of the main responsibility to help the business of the scheme to promote the unit.

(2)Except that combine the service that the medical personnel of the relevant speciality promote coaching and health welfare of consulting trader hospital, push and merger that should strengthen the education and training and work and help to be served even more, in order to promote medical quality in an all-round way.

(3)The staff of the hospital help the push that the scheme can strengthen the career and plan to be served.

(4)In person who consult coach push that serve, should strengthen information system and whom procedure design kindhearted, improve and keep secret and require anonymously, promote the staff to participate in.

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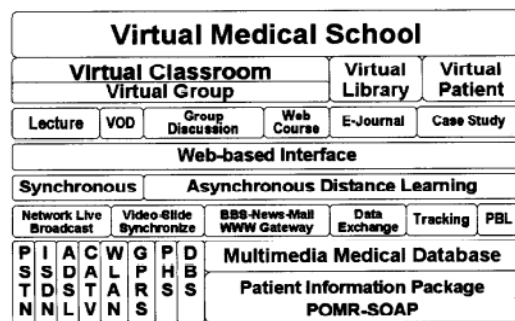
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APPENDIX

1.WEB-BASED EAPS PALTFORM IN "A HOSPITAL"

2.VIRTUAL MEDICAL SCHOOL

圖一：虛擬醫學院系統架構

Source: [1] E-Learning in Medical Education. Formosan Journal of Medicine, Vol.8, No.6, 2004, pp. 817-825