

Student name : Ruxana Balasa

Student number : 2017646

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Lecturer's name : Dr Besty Jose

REFLECTIVE PORTFOLIO

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SWOT Analysis

Elavarasan *et al.* (2020) define SWOT analysis (strengths, weaknesses, opportunities, and threats) as a framework for evaluating one's/a company's competitive position and developing strategic plans. Internal and external considerations, as well as existing and prospective prospects, are all included in a SWOT analysis. In the given case SWOT of mine are as follows

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Strength:

- 1) Interpersonal abilities,
- 2) Ability to operate in a team,
- 3) Adaptability to various tasks,
- 4) Good ability to plan and prioritise tasks independently.

Weakness:

- 1) No specialisation in a particular area,
- 2) Mismatch of qualification and work situation,
- 3) Lack of confidence to do in a particular niche.

Opportunity:

- 1) Organise any team independently,
- 2) Perform any area including her specialisation,
- 3) Strong connections in various industries.

Threats:

- 1) No job according to her certification,
- 2) No professional specialisation.

Personal Development Plan

As per view of Lejeune, Beusaert and Raemdonck (2021), a personal development plan (PDP) is a strategy for achieving personal goals that can be used to identify and solve problems of his/her own goals and what he/she wants to accomplish, his/her advantages and disadvantages. To achieve my objectives, I must enhance and develop the following areas –

Objectives	Activities needed	Time
Setting the goal as per certification and niche market need	Learning several motivational activities, to be focused.	2 months
Try to perform best in health and social care or in the technical part	Technological advancement	3 months
Be professional with a good team	Team theory learnings	4 months

Effective manager in Healthcare Management

There are numerous jobs and duties in healthcare administration, ranging from assistant administrators to admissions directors and clinical managers. These executives manage budgets, engage with insurance companies and government agencies, set and track goals, listen to staff needs, and ensure that their hospital, department, or clinic is running smoothly. Working at a small clinic may require working in a huge hospital with a jack-of-all-trades approach may require more specialised talents. (Dash *et al.*, 2019).

According to Kamble *et al.* (2018), as a manager in the health and social care profession, one has to take on a lot of responsibility and perform well under duress. He or she should also want to get things done, have excellent communication abilities, be good at negotiating and organising, be good with numbers, know how to use technology, be a good leader, and have motivation, determination, and commitment. The following are the skills needed to be an 'effective manager in the healthcare profession:

Technical Skills

Budgeting - Bed linens, employee wages, IV bags, and new equipment all come with a price tag, so healthcare executives must figure out what kind of resources they'll need to run their business properly (Karami, Farokhzadian and Foroughameri, 2017). They must interact with personnel in order to determine the budgetary needs of each department while avoiding excessive overhead. A good manager must be able to determine which demands are critical and where savings may be made, if necessary.

Client billing - It is one of the most difficult aspects of healthcare administration. Healthcare administrators working in this field can begin to lessen that strain by establishing payment arrangements while still earning vital money.

Control and quality assurance - When a patient's health is on the line, seemingly insignificant matters like scribing and scheduling become crucial (Liu *et al.*, 2020). That's why facility managers must keep an eye on the safety and efficiency of their operations.

Personnel management - This position necessitates healthcare-specific training. Managers must understand what matters to the service providers they work with at all levels, from hiring to scheduling. The healthcare management courses, even if one doesn't have a clinical

background, when combined with a strong sense of communication, will allow me to effectively advocate for my employees.

Management of a project - Effective healthcare management experts know how to look at the big picture and seek to minimise bottlenecks or other obstacles that can stymie progress, whether it's creating a new policy for treating certain patient conditions or introducing a new billing method.

Soft Skills

Technical competence isn't the only consideration. Employers also seek people who are well-rounded, with a strong foundation of transferrable skills and abilities.

Communication - In all facets of healthcare management, this capacity is essential. When evaluating a budget or planning a schedule, it's important to interact with other clinical staff and administrators to have a better understanding of how one's decisions affect others, may impact others. It may be necessary to communicate with a mix of patients, other administrators, and clinicians frequently, depending on the function, and to be able to adjust for each audience to ensure a clear message.

Teamwork –As per view of Rosen *et al.* (2018), it's tempting to roll my eyes at this if it reminds me of that dumb group skydiving motivational poster in the break room. But don't let the fact that this skill is broadly useful obscure how crucial it is for this job—it's a must-have for healthcare providers.

Developing relationships –As per view of Kyaw *et al.* (2019), this is related to teamwork—collaboration is much easier when one has done an excellent job of creating strong professional ties with one's coworkers. While the specifics of how relationship-building skills might aid vary by industry, it doesn't take much imagination to see how this could happen.

Research - Another universal skill that can be applied to a variety of healthcare administration and management situations. If one is dealing with a disgruntled patient who believes they've been overcharged, one will need to be able to dig through documents and follow up with the necessary persons to resolve the situation. One might be requested to develop plans for integrating health services into an existing workflow.

Problem-Solving - If an unforeseen expense blows a significant role in my department's budget, or if a patient's insurance provider claims that a paperwork error will leave them on the

hook for a large bill, it can be difficult. Those who enjoy a challenge are the best healthcare administrators and managers.

As per view of Barr and Dowding (2019), some other skills are required for an effective manager in healthcare industry – 1) understanding and adhering to current laws and regulations, as well as adapting to new ones to new ones, are analytical skills, 2) Interpersonal Skills - Interacting with other professionals, such as doctors and insurance agents, about staffing issues and patient information (Arnold and Boggs, 2019), 3) training, hiring, directing and motivating employees, as well as developing inventive solutions to staffing and administrative challenges, 4) Logic and reasoning are used to uncover strengths in critical thinking. and shortcomings, as well as alternate answers or solutions to difficulties, 5) Active listening means paying full attention to what others are saying, asking questions when appropriate, and refraining from interrupting at inopportune times. 6) Coordination entails matching one's activities to those of another. In order to collaborate effectively, 7) Decision Making and Judgment - Examining both the rewards and drawbacks of potential actions to help determine which are the most appropriate.

Reflection Model

According to Tripathi, Liu and Bambi (2020), a reflection model is a way for using a systematic approach to assist in the analysis and improvement of one's own and one's circumstances. Self-awareness of one's own knowledge, previous experiences, and opinions is emphasised through reflection. Using a model to reflect after an event may assist people in concentrating on learning and self-awareness rather than on the task at hand simply retelling the facts. There are a variety of reflective models available, with many of them having similar stages.

Reflective approach, Allows the entire individual to be active in their employment, rather than segregating acceptable and unpleasant feelings. This allows nurses to fully immerse themselves in their work, improving patient care while also enhancing their motivation and interest. (Abdikamalov *et al.*, 2019).

Here I take Gibb's Reflective Cycle to assess the concepts i have learned from this module.

According to Adeani, Febriani and Syafryadin (2020), Graham Gibbs invented the Gibbs Reflective Cycle in 1988 to structure learning from occurrences. It provides a framework for analysing experiences, and its cyclic structure lends itself well to repeated interactions, allowing me to learn and prepare from both positive and negative situations (Pieper *et al.*, 2021). It's divided into six sections: 1) Description, 2) Feelings, 3) Evaluation, 4) Analysis, 5) Conclusion, 6) Action Plan.

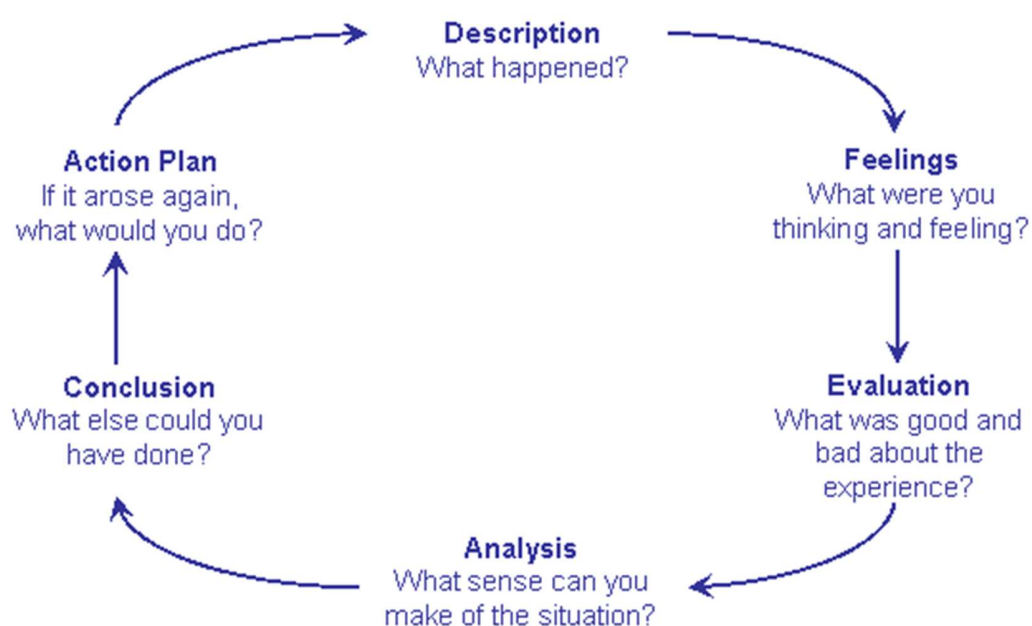


Figure 1: Gibb's Reflective Cycle

(Source: Sekarwinahyu *et al.*, 2019)

Description: I completed my study from Technical College as technician. And then a certificate course in higher education in health and social care. But I worked in different segment without focusing my subjects and area of industry. I performed as a production operative, sales assistance, housekeeping assistance, warehouse operative, domestic assistance, and hotel housekeeper. During my work journey I did lots of different work which could not matched with my profile and education. I'm so scattered that I did check, send and containment airbags, clean linen and clothing, and prepare the automobile bumper before painting. Ironing the laundry, serving at the cash registers, replenishing merchandise, cleaning the beds, ensuring the public areas are clean and tidy, cordial people, sorting and packaging vehicle parts, and preparing the doors for painting.

Feelings: As I have a good interpersonal skill and want to explore to discover new people and new segment, I enjoy my total journey and gather a huge experience. I am glad to have this type of journey in totally different segments. Sometimes I feel morose due to non- having my dream job as per my profile and also in my industry in which I have a certificate. Still I become happy with my experiences. Every work teaches us a range of varieties and we don't know when any work will be useful in future. I can easily manage a team and my team work is always successful. So, in each sector I got the position of a leader which makes me proud. As I can easily adapt different jobs I have no issue to do this. Thus, I cherished every segment with curiosity.

Evaluation: I gathered both good and bad experiences throughout my work journey. Every work is essential for anytime for any situation. So, knowing all works is strength of mine. I worked with different team in different segment and gathered experiences a lot. After working with different people and different team, I became confident and ready to take any challenges. Besides my subjects and area I will never afraid or confused to handle any sorts of situations. Though I gathered many good experiences I also had some bad experiences throughout my journey. All work was not for my cup of tea. Specially cleaning the beds, ensuring the public areas are clean and tidy, ironing the laundry, clean linen and clothing and sorting and packaging vehicle parts. Doing these types of job I really became frustrated and sad.

Analysis: It is true that everyone cannot get the job according to their qualification and certificates. It is painful not to get so, but it is better to utilise own abilities and skills. So, being sad initially I utilised my skills and efforts to perform well. As a result I got chances in everywhere as a team leader and performed well with different people, different team and of course in different sectors which I had no ideas at all. I love to do work independently, can adopt any situation, and organise people with confidence. These skills and qualities helped me all around to perform well and became a good and successful team leader. I also give priority to anyone as a regard which ultimately concur the mind of opponent and/or team members and colleagues and my journey will be smooth.

Conclusion: From my entire work journey and experiences, I decide not to go for versatile jobs. I must focus to my particular niche for which I studied and had certificates. Job specialisation is very important for existence in the long run. Though I already had versatile experiences in different area, it will help me if there is a disaster. But If I focus in my particular area I will be gainful in the future. As I worked with different people and team it is proved that I am a good leader with good interpersonal abilities. Thus, I can easily start my own team with full of confidence. So, I will focus on my own goal, own team and fulfill my dream.

Action Plan:

Action	Why	Implementation	Timeline
Focus on my particular area for which I had completed my studies	If I work with my subjects, then I can utilise my education both in theoretical and practical which helps me I future to start up my own business.	I search different jobs of my subjects online and contact them personally and take information regarding these.	Within three months
Focus to get job in Health and Social Care	As I have a certificate in Health and Social Care Education, I will be comfortable to work in this sector.	I search jobs in Health and Social Care sector online from different job portal and make me ready	Within four to six months

	After getting work experiences from this sector I can smoothly open my own start up in this field.	to face the interviews.	
Backup plan for my own team and own start up	I dream for my own start up where I will be my own boss and give opportunity to unemployed youth to income with full satisfaction.	After working two years in Health and Social care sector, I gather a lot of experiences. By utilising these experiences I will open my own start up.	Within two years

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