

## Healthcare

HEALTH or HEALTHCARE: Traditionally, health has been viewed as the absence of disease (But not any more this was an old concept), and healthcare as the treatment and increasingly the prevention of disease. In most countries, the traditional focus of the Department of Health has been to manage illness (Prevention) rather to achieve health.

For Example diabetes cases are increasing in Jordan why! Because of the obesity, lack of awareness And we don't exercise enough,, that is why we have diabetes ... So if we increase the awareness and decrease the obesity that's will cost us less money than treating actual Diabetic patient

- Health services alone do not determine human health.( means that even if we have a lot of hospital and health centre that's does not mean that people will not get sick ,, it Just give an impression about the health status of the people) What is Health ?
- Health is a complex and multidimensional issue .( not if we said the health is just the absence of the deaths, then we are looking at the individual as a biological agent )
- Many of the factors influencing over all health either not in the traditional domain of health care or are difficult to influence, e.g.: Water quality, diet , genetics , and consumption of tobacco & other..... (Means that our bad habits and environment is the reason behind your health status not the health service)

DEFINITION of WHO?

- **Health** is a state of complete physical, mental, and social well-being and not merely the absence of disease or infirmity.
- Historically, all the great advances in health have been caused by prevention of diseases. Example penicillin Drug and vaccination

What is HEALTH CARE System? The system Concept

A system is set of components that are related in the accomplishment of some purpose. Example hospital In the healthcare administration, the principal concern is healthcare systems ; that is , systems composed of human beings , money , materials , equipment , and so on , which are related in the accomplishment of some goal , or goals . Healthcare systems are essentially social systems (in the attitudes, perceptions, motivations, and expectations of human beings).

Components of Healthcare Systems

- Consist of a number of interrelated subsystems .Example the medical team ,, each sub system should has it's own goals which lead to the major goal , the company goal

•Each of these subsystems has a purpose which, if attained, aids the larger system in reaching its overall goals. Elements of Healthcare Systems

• Inputs ( human resources , material , technology , information , capital , .....)

• Outputs ( patient care , acceptable costs , training , other objectives ).

• Process

• Feedback

• Outcome (improvement in infant mortality rate, life expectancy at birth,.....)

Outcome is the desired results that you want But the output is the results that we got May be result that are irrelevant to our goals and you may not like the results

Note: we always work to get the outcome not the output

Example the chemical reactions which always have a by products (output) and desired product (output)

### The Health Care Delivery System

• Functions through Complex interaction among:–Government–Health Professionals–Consumers–Third party payers–Employers–Delivery Systems

• These groups use competition, standards, a regulation to pursue a balance in their respective health care goals of access, quality, and finance .

• There is no single source of governance or health policy....

• It is an amalgamation of many different agendas

Means the companies compete with each others On the quality of service and the standers, and the government Will act as a supervisor as will as the insurance companies To make sure that we follow the Procedure,,,

Not even the government has its own goals and plans which it seek to achieve

### Blum suggests goals for the health system:

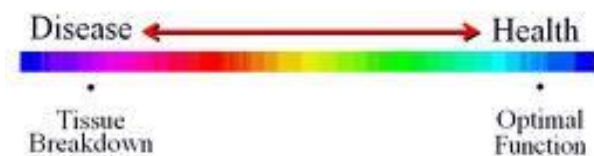
•prolonging life and preventing premature death;

•minimizing departures from physiological or function norms by focusing attention on precursors of illness ;Note :( precursors means the cause),,so we treat the cause not the symptoms but some time we treat both ,if the patient was in pain

• minimizing discomfort (illness):

- minimizing disability (incapacity):
- promoting high-level “wellness” or self-fulfillment:
- promoting high-level satisfaction with the environment,( sometimes The environment it self is the precursor of the illness ) so if live in a bad environment will stay sick cause you still lives in the same bad environment
- extending resistance to ill health Continuum and creating reserve capacity, and
- increasing opportunities for consumers to participate in health matters .Means that will let the patient decide what we should do and we cant do surgery without his improvement(Health continuum is a scale where one can find an ideal way of wellness. It is capable of helping one to find out the worst way to handle one's life and get a middle point where you can improve your life. Health as a continuum wills an in-depth consideration of environment and the important implications for holistic nursing care and research.)

**The absence of disease does not guarantee the presence of health.**



**HS Workers**, Education, and licensure ( you must have them )

- Am. College of hospital administration 1933
- 51 programs in 1983
- Graduate & undergraduates Personnel
- Physicians and medical school numbers
- Non-physicians caregivers (dentist, nurses, technicians, ....) Every hospital have them

Licensure, Certification, and Registration of Caregivers

- Licensure(Ta9re7 mozawalit el mihna): a process performed by government that allows someone to engage in an occupation after finding that the applicant has achieved a certain minimum competency It also aim to know if you are a safe doctor . Physicians and dentists are always licensed, for example.

- Registration:** qualified individuals are listed on an official roster maintain by government or nongovernmental body (registered nurse)

### **CERTIFACTIN**

- A process by which a nongovernmental agency or association grants recognition to someone who meets its qualification (Nurses-midwives are certified for example).

- Physicians

- No physician Caregivers : Dentists, Physician Assistant, Pharmacists, Technologists, & other  
.Ya3ne dawrat Il 5bra HSO environment Regulations :Subjected to our government

- To protect the health, safety, and public order and welfare

The units that monitor the performance

- Offices (e.g. FDA, OSHA, ...)

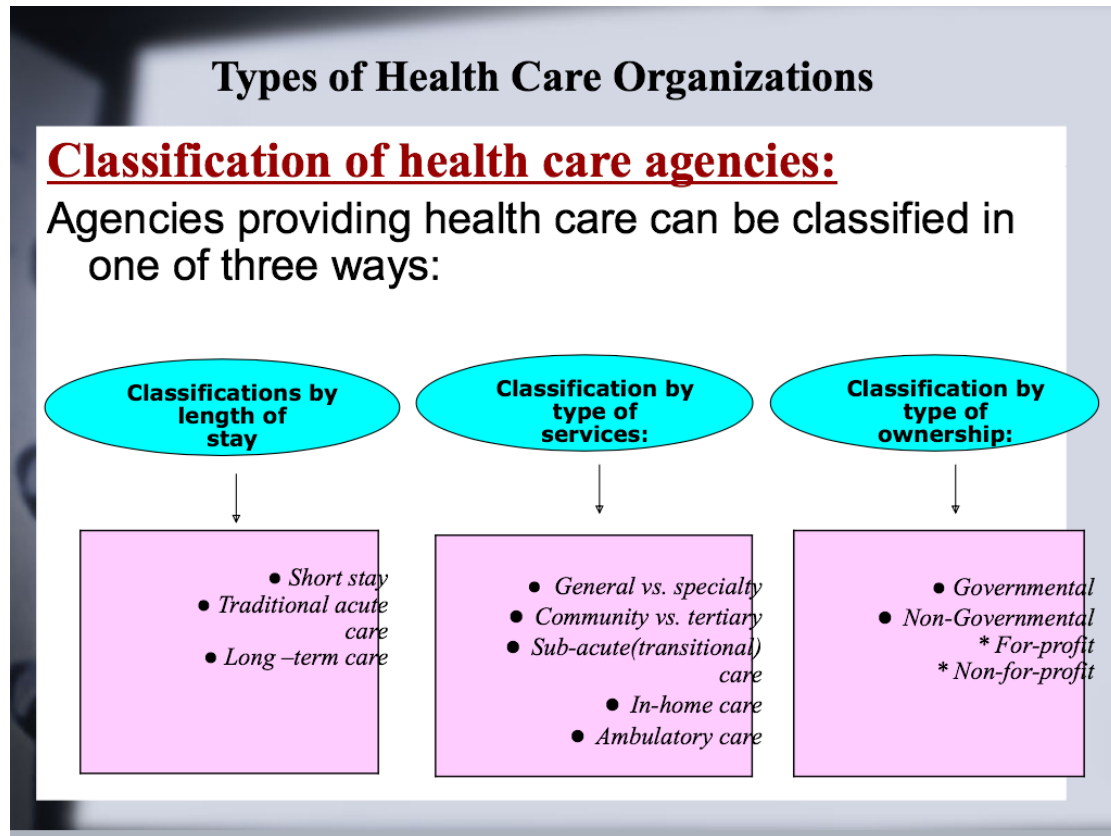
- JACAH :decide If the hospital is accepted or not

Types of Health Care Organizations

- An understanding of the various health care agencies and their services could help the nurse manager to perform and assume his/her role effectively.

- Health care agency is considered as a setting for providing health care services (e.g. curative, preventive, and/or educational) to the society

- Whether in clinics; homes; ambulatory care settings; and hospitals.



### Types of Health Care Organizations

#### Classification according to length of stay

##### :1) short-stay facilities:

- Which provide services to patients/clients who are suffering from acute conditions that require less than 24 hrs of care.
- Short stay may take place in separate units in a hospital, Like the day care ( you get treated and pay money In the same building our floor ) or in short –stay centers.

##### 2) Traditional acute care:

- It takes place in the hospital. • It includes patients staying more than 24 hrs but fewer than 30 days.
- 3) Long term care : • Which include those agencies that offering services to patients with major rehabilitation needs, chronic diseases, functional losses ,mental illness. • The average length of stay extends from several months to years.

#### Classification by type of service:

### 1) General hospital:

● Which offers medical, surgical, obstetric, emergency, and diagnostic as well as laboratory services.

### 2) Specialty hospital:

● Which offers only a particular type of care according to the disease or a type of population. Such as:- psychiatric hospitals - women's hospitals - children's hospitals

● Specialty hospitals tend to be less common than general hospitals

### 3) Community hospital:

● Which provides those services provided in the general hospital but for specific community.

### 4) Tertiary hospital:

● Which are serving as referral centers for clients with complex or unusual problems. ● They have the facilities for specialized types of care such as burn centers, bone marrow transplant centers, as well as resources for general care. ● They serve a wide geographic area in addition to their own community. ● Usually associated with a university or are a part of a large medical center.

5) Sub-acute care (Transitional care) Here the patient spend a little time then get transferred to a hospital Or a long term facilities

It is a growing type of services that maybe offered in special unit of a hospital or may be provided in long - term care setting,,, hospital is a long term facilities

The unit (medical services + discharge rapid)

The unit (rehabilitative service)

6) In-home services :( special service for those who can't go to the hospital)

● Which are provided in the community health care agencies, by health care professional including nurses, physical therapists, social workers, and home health care aid.

● this care may be: 1) Short-term: teaching and monitoring after hospitalization 2) Intermediate-term: to assist an individual until self-care is possible 3) Long-term: for those with ongoing health problems

7) Ambulatory care: ● Which refers to care services provided to persons who are not hospitalized ● The ambulatory settings include: ● The outpatient surgery centers ● Minor emergency clinics ● Outpatient dialysis units ● Outpatient birthing centers

## Classification by ownership

1) Governmental Organizations: • Owned, administered, and controlled by government • Provide free care for patients • May offer private accommodation for free-paying patient

The governmental hospitals are owned by: a- The Ministry of Health b- The University c- Military personnel d- Health insurance organization e- Health care organization

2) Non-Governmental Organizations: For-profit agencies (PRIVATE): owned, operated, and controlled by individuals, groups, or private organizations.

Non-for-profit agencies (Voluntary health agencies): They work for free

- Owned and operated by non-profit groups or organizations (e.g. religious bodies & community boards)
- The original capital costs are obtained in a variety of ways (e.g. through donation)

## Hospital

In the past, the hospital has been a place for care of the sick. Today the hospital has become a center of technical services for the sick and well, inpatients as well as outpatients. With greater emphasis on achieving the highest standard of patient care and community health.

### Definition:

A hospital is a health care institution with an organized medical and professional staff, and with permanent facilities that include in-patient beds. Provide medical, nursing and other health related services to patients.

Functions of the hospital: 1) Preventive function 2) Curative function 3) Training function: Not common in Jordan sadly 4) Research function

1) Preventive function:

It is an emerging secondary function for the hospital and concerned with health promotion. It is geared toward providing the preventive services through a community health center. It takes an active role to improve the health of the population.

2) Curative function:

It is the primary function of the hospital and concerned with providing patient care. It refers to any type of care given to the patients by the health team members e.g. physicians, nurses, dietitians... Also includes health education to patients.

3) Training function: Every hospital should have this  
It is a secondary function and concerned with providing training and educational courses for the professional and technical personnel who provides health services (e.g. physicians, nurses, dentists, therapist.....)

4) Research function: It is a secondary function and concerned with conducting the health related researches that focus on the improvement of the health and/or prevention of diseases.

## The end for the management topic

## Now we will talk about Operational and Strategic Planning

Planning: is deciding in advance what to do; who is to do it; and how, when, and where it is to be done.

- A need to choose from among alternatives.
- Planning is a proactive, deliberate process required of all managers.

Proactive Planning Modes:

- Reactive planning occurs after a problem exists. Planning efforts are directed toward returning the organization to a previous, more comfortable state. reactive planning can lead to hasty decisions and mistakes Cuz we have to react fast

### Planning Modes

- Inactivism: Inactivists consider the status quo as the stable environment and they spend a great deal of energy preventing change and maintaining conformity
- Preactivism: Preactive planners utilize technology to accelerate change and are future-oriented.
- Interactive or proactive ( The desired one and the best): Planners consider the past, present, and future and attempt to plan the future of their organization rather than react to it. – Is dynamic, and adaptation is considered to be a key requirement since the environment changes so frequently.

### Proactive planning

- Forecasting: involves trying to estimate how a condition will be in the future, using available historical patterns, and examining present clues and projected statistics to determine future needs and protects the organization against undesirable changes.

### Strategic Planning



- Strategic Plans (long-range): complex organizational plans that involve a long period (usually 3 to 10 years) 10 year considered as a long time because of the technology So name we do 5 years plan more than 10 years

We also need to review the plan every year Cuz we might change the Mission and purpose etc

– Once or twice a year in organizations that changes rapidly – 6 months at unit level is considered long range.

- Strategic planning typically examines an organization's purpose, mission, philosophy, and goals in the context of its external environment.

### Swot Analysis

- Tool used in strategic planning, one of the most commonly tool used in health care organization.
- Strengths ☐ are those internal attributes that help an organization to achieve its objectives. • Weaknesses ☐ are those internal attributes that challenge an organization in achieving its objectives.
- Opportunities: ☐ are external conditions that promote achievement of organizational objectives. Example Libya ,,in the War time it had a lot of patient ,so it's a good place to for hospitals and other companies ..... This is the doctor example: /
- Threats ☐ are external conditions that challenge or threaten the achievement of organizational objectives.

### Balanced Scorecard

- Tool that highly assistive in strategic planning
- Balanced scorecard involves ( this is the second type) – metrics (performance measurement indicators) (Numbers )– collect data – analyze that data from four organizational perspectives
- Financial (Concerning the investments and the profits
- Customers ( How many customer and their demands )
- Internal business processes(The other processes like the patient admission , drug prescription ,the services and any process that happen in the hospital except for curing the patient ) we need to speed these process so the service become better by hiring more people and more technology
- Learning and growth, Example use technology

Sorry for any mistakes ☺