اللهم إنك عفوٌ كريمٌ تحب العفو فاعفُ عني

Dr. Israa Al-Rawashdeh MD, MPH, PhD
Faculty of Medicine
Mutah University
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Overview

HEALTHCARE
ADMINISTRATION

Course title: Health Administration
Course code: 1506304
Credit hours: 1 hour
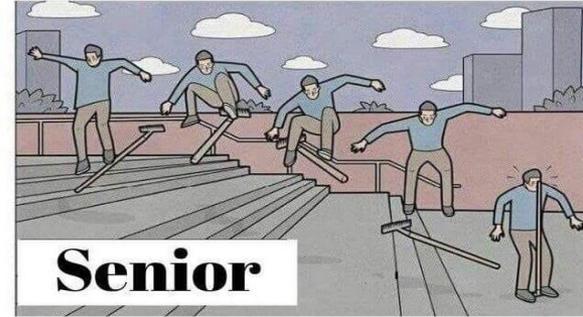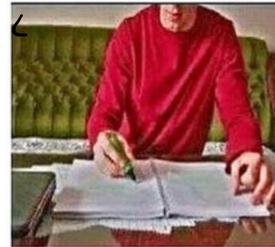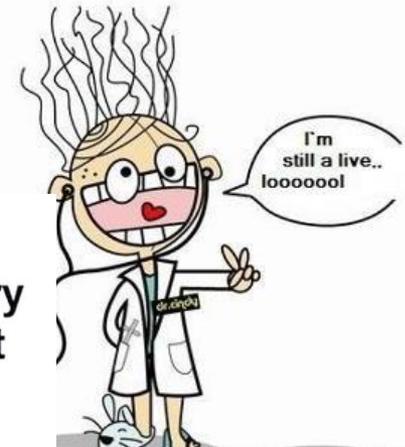
Outline:

- Definitions
- Brief history of HA
- Levels of HA
- Administration vs Management
- Goals and objectives

Introduction

(handwritten annotations) age & six — nonmodifible — محددات الصحة — Health care — modifible — إدارة
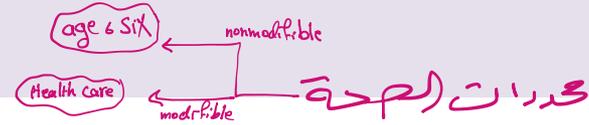
- <u>Healthcare</u> is one of the <u>determinants of health.</u>

- Healthcare organizations are complex and dynamic requiring effective administration and management.

- <u>Administration</u> and <u>management</u> of Healthcare are the backbone that supports the continuous delivery of patient care, operational management, and resource allocation within healthcare institutions.

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Brief history of HA

- Before the 20th century, hospitals were <u>less organized and less efficient than they are today.</u>

- Advances such as <u>anesthesia, modern surgery, and antibiotics</u> revolutionized hospital roles in healthcare delivery.

- <u>Healthcare Administration</u> has developed together with **advances in medical science** and **the growth of hospitals.**

إدارة الرعاية الصحية تطورت كعادة مع التطور التجاري

×الفني جيب الرعاية
لعثره
(×)العقم ما بقدر يروح عا
المستشفى
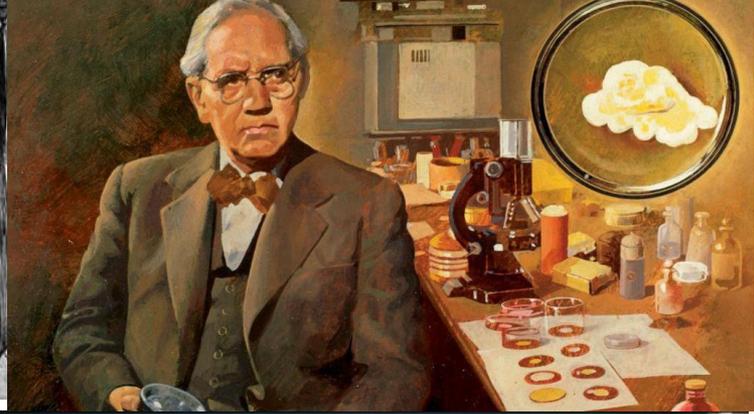
Today's Health and Medical Administration Field

Over the last century, healthcare administration has witnessed dramatic changes:

- **Hospitals have become large, complex organizations.**

  I don't treat the diseases, I treat the patient

- **Emphasis on Patient-Centered Care**: care is designed to individual patient needs, preferences, and values.

- **Integration of Technology**: telemedicine, EHR, and advanced devices, has enabled faster diagnoses, better patient management, and more efficient care delivery.

دور الحكومات أكبر من ناحية الرعاية الصحية

- **Government has taken on a larger role** in healthcare delivery.

التمويل صار أصعب

- **Healthcare financing** has become more complex (private and public systems).

- **Rising healthcare costs**.

- **Changing patient expectations.**

المرضى اليوم ← يتوقع كل شي افضل

Definitions:

المؤسسات ، المصادر سواء بشرية أو غير بشرية ، النشاطات الطبيـة التي تتحسن من صحة المجتمع

Health system: includes all <u>organizations,</u> <u>resources</u>, and <u>activities</u> aimed at improving health through healthcare delivery, public health initiatives, and policy implementation.

Health Care Delivery System: A mechanism for providing services that meet the health-related needs of individuals.

✱ كيفية اوصل الرعاية للمريض

What does it take to manage a healthcare system that serves millions ?

خلوص ، مجمال ، مدراء ، مباني ، اجهزة
ادوية . . . . . .

Blahblah**quantum mechanics**blah

DEFINITIONS IN TECHNICAL WRITING

The six building blocks of a health system:

* Educated Healthcare Workforce
* Service Delivery
* Medical Products and Technology
* Healthcare financing
* Information Management
* Strong Leadership
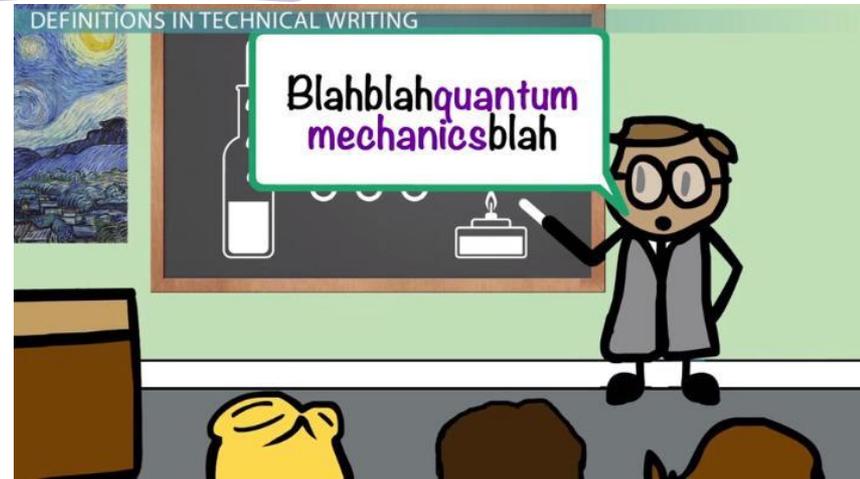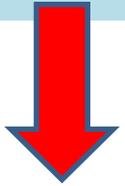
قيادة

* الجداول مهمة *

The six building blocks of a health system:

Building Block	Description	Example
Health Service Delivery	Provision of effective, safe, and quality health interventions. توفير	Hospitals, clinics, primary care centers.
Health Workforce	Competent, responsive, and fairly distributed health workers. عاملين أكفاء	Doctors, nurses, community health workers.
Health Information Systems	Collection and use of reliable health data for decision-making. تجميع المعلومات لصنع القرار	Electronic Health Records (EHR), disease surveillance. لـ تجميع معلومات عن مرض معين قصير جداً
Medical Products & Technologies	صنتجات امنة فعالة Access to safe, effective, and affordable health products. اسعار معقولة	Medicines, vaccines, diagnostic tools.
Health Financing	Adequate funding to ensure access to care without financial hardship. تمويل ضمان وصول الرعاية بدون وشاكل مادية	Public funding, private insurance, out-of-pocket payments. تأمين دفع من الشخص نفسه من جيبه
Leadership & Governance	رئيسة الوزارية high health counter المجلس الصحي Guidance, policy-making, and regulation of the health system. (الادارة)	وزارة الصحة Health ministries, regulatory agencies, health policies.

Definition of Administration

- Administration is the process *of organizing, guiding, and managing* people and resources to achieve specific *goals efficiently* and effectively. It involves planning, coordinating, and supervising activities to ensure that tasks are *completed on time* and within *budget*

Health Administration

Public health administration is the component of public health that concentrates on management of **people and programs**.

HA is essential for the success of any public health program whether on the national, intermediate or the local level.

HA involves making both *daily* and *long-term* decisions that reflect the healthcare system's business strategies

HA is a "hidden" career.

(handwritten: العرض ما بيشوفه ال administer and manneger)

Health care administrators are considered health care professionals.

(handwritten: مسؤول إداري بصحي نفسه نفس الطبيب والموظن .. الخ / professionals)

The role of a [Public Health Administrator](#) is to supervise [non-clinical operations](#) of public and private healthcare organizations and departments.

(handwritten: وظيفته الإشراف / ما بعالج / وظيفته / بشوفه ال كيفه ماشية / processes)

HA is *a dynamic* field that combines *health policy, business, and science* to manage financial and human resources.

(handwritten: صياغة صحية و إدارة الموارد البشرية والمالية)

*Goals and objectives

For administration to succeed:

Every program must have an overall (general) **goal** which, and **various objectives** to be achieved according to a definite plan.

Goals versus Objectives

A GOAL: **is a long-term purpose to be achieved and it's the 'End result' after the objectives are achieved**

AN OBJECTIVE: **is a measurable action to achieve the overall goal.** The objective should include a description of "what" outcome is desired, "when" it is expected, and "where" it will take place.

(SMART)

WHAT IS THE DIFFERENCE BETWEEN GOALS AND OBJECTIVE

GOALS

OBJECTIVE

specific.
Smart
*time related
*objectives

TECHY BOIS

Goals vs. Objectives

Aspect	Goals	Objectives
Definition	Long-term, broad purpose to be achieved.	Specific, measurable actions to achieve the goal.
Time Frame	Long-term (e.g., 5–10 years).	Short-term (e.g., 6 months–1 year).
Scope	Broad and abstract/ideas (e.g., "Improve patient care"). مثلاً خطة ناس يحكي بس بحكي الفكرة	Narrow and actual (e.g., "Reduce patient wait times by 20% in 6 months").
Measurability	Difficult to measure directly.	Measurable using specific metrics (e.g., "Increase vaccination rates by 15%").
Example	"Enhance the quality of healthcare services in the region."	"Train 100 healthcare workers in infection control protocols by December 2026."

SMART objectives can be applied anywhere in your life, both professionally and personally.

Handwritten annotations (Arabic/English):
- نظام الأسئلة كالتالي
- objective or aim (صيغة) بيتسأل هاد
- أو مقارنة بينهم
- أو تبطيل aim وواحد من الخيارات
- objective بتعكسه ذ
- خصائص ال objective
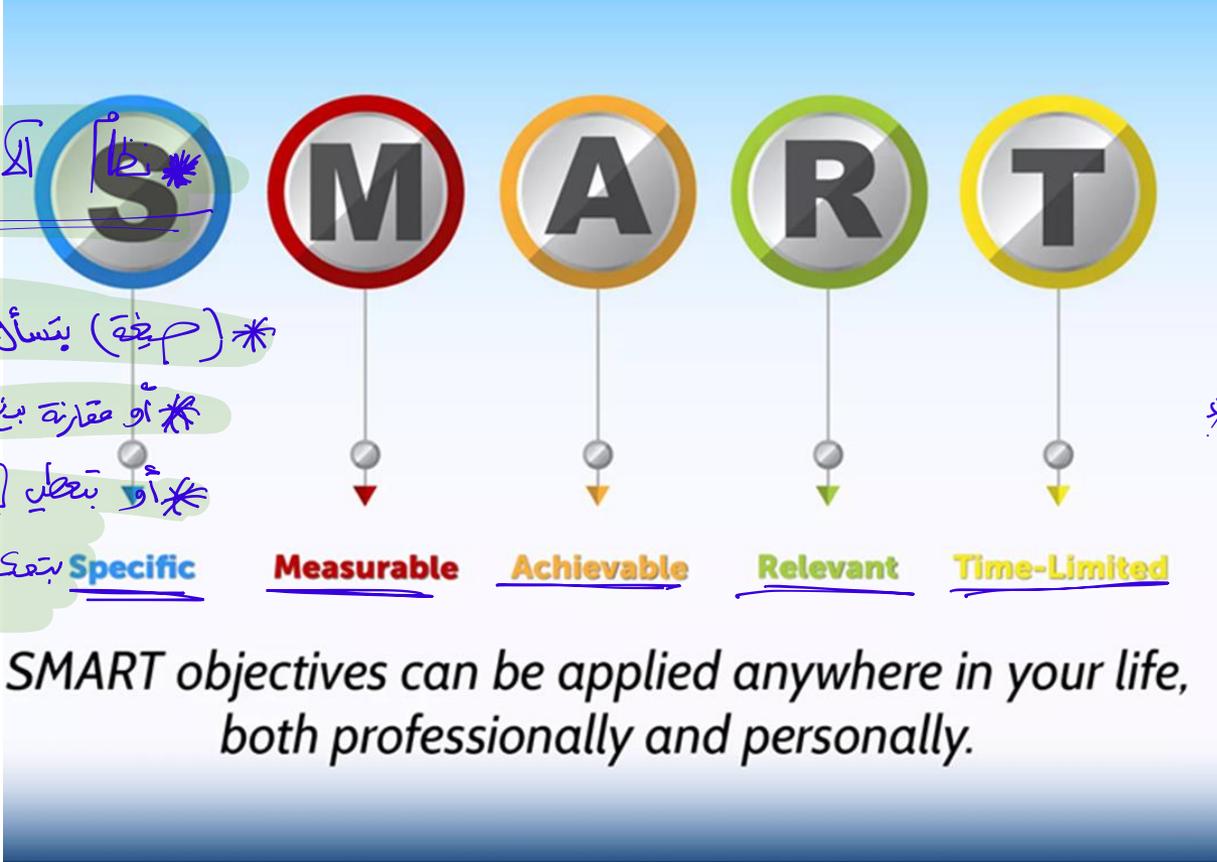
- **S**: Specific – What exactly do you want to achieve?
- **M**: Measurable – How will you track progress?
- **A**: Achievable – Is it realistic?
- **R**: Relevant – Does it align with the hospital's goals?
- **T**: Time-bound – What is the deadline?

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Management and Administration

The term "Management" and "Administration" are used interchangeably. However, they don't mean the same!

(handwritten Arabic: أُدارَة)

- **Administration-** is the overall determination of policies and major objectives.

(handwritten Arabic: وضع خطط، رؤية)

(handwritten: administration جزء من الـ)

(handwritten Arabic: ✱ كيفية تنفيذ هاي الخطط)

- **Management-** is an executive function (تنفيذي), the active direction of human effort.

Management

- **Management is the <u>operational part</u> (التشغيلي) of administration.**

- It is defined as:

" The processes (social and technical functions) and activities occurring within an organization for the purpose of accomplishing *predetermined* objectives through utilization of *human and non-human resources*." → input

It is a "conversion mechanism".

من خطة لواقع / أو من goals / objective

Management:

Process

Inputs

Conversion mechanism

Outputs

Human resources
Non-human resources

Goals and Objectives achievement

mangment

(الهدف هي تحسين خدمات الصوى)
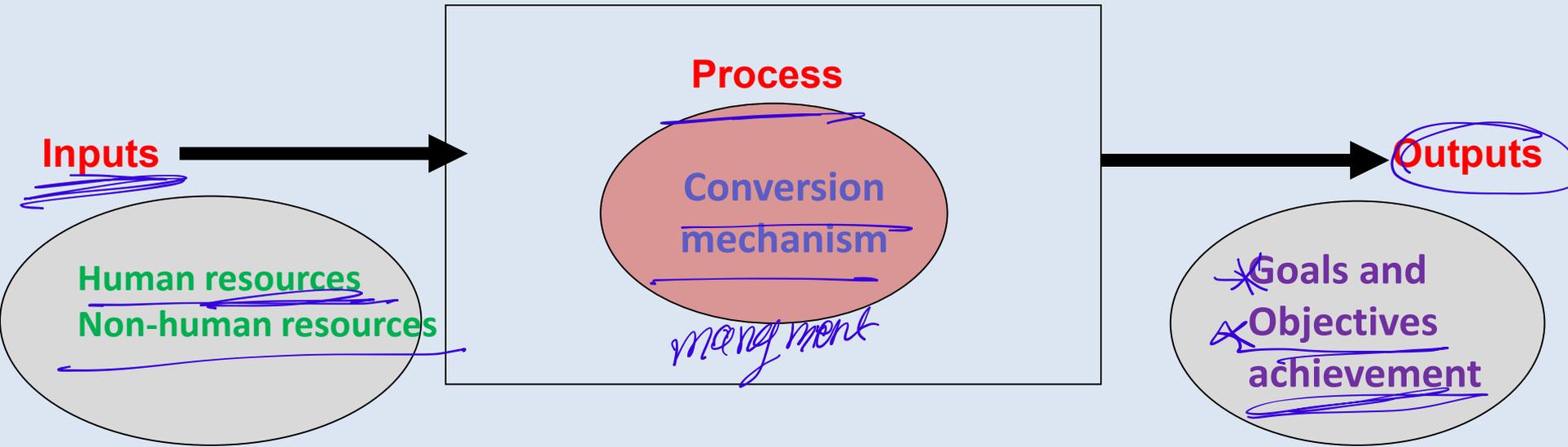
input:

output:

Human resource → دكترة الأطبا

non human resourse → (المعدات والمعقات الي) به دستناه المريض

المدير بإدارة تنبته هيابي بتضمن ل
out put *

زيادة رضى المرضى *
Health worker زيادة *

Aspect	Management	Administration
Nature	Executive/Doing Function: Focuses on executing tasks and implementing plans.	Decision-Making/Thinking Function: Focuses on setting goals, policies, and strategies.
Scope	Concerned with implementation of policies and **day-to-day operations.**	Concerned with determining major **objectives, policies, and long-term plans.**
Level	Operates at **middle and lower levels** of the organization.	Operates at the **top level** of the organization.
Influenced By	Primarily influenced by the objectives and policies set by administration.	Influenced by public opinion, external forces, and organizational vision.
Main Function	**Directing and Organizing:** Ensures resources are used efficiently to achieve goals.	**Planning and Control:** Sets the direction and monitors progress toward objectives.
Skills Required	**Technical and Human Skills:** Focus on practical execution and team leadership.	**Conceptual and Human Skills:** Focus on strategic thinking and decision-making.

Handwritten annotations:
- الجزء التشغيلي والتنفيذي
- نفكر كيف نكونه
- internal factor — تأثر بال
- متغيرات
- يتأثر بالعوامل
- شرحهم بالمخططات الجاي
- مهارات تفكيرية

Levels of management

1. Top Level Management

The Top level management: Administrative level; focuses on planning and coordination.

- **Examples**:
  - Board of Directors (صدراء)
  - Chief Executive Officer (CEO)
  - Chief Financial Officer (CFO)
  - Chief Operating Officer (COO)

حضور اجتماعات
بحط خطط وبطلع
(الاحتاب بدلات)

Top level management functions:

- Set the organization's **policies and objectives**.
- Plan and assign competent managers to departments (middle-level management).
- Maintain communication between the organization and the **outside world** (e.g., stakeholders, government, public).

Levels of management

- **The Middle level Management:**
- **Role**: Executory level; bridges the gap between top-level and lower-level management.
- **Examples**:
  - Departmental Managers مدراء الاقسام
  - Branch Managers مدراء الفروع
  - Senior and Junior Middle-Level Managers (in larger organizations).

Functions:
  - Execute plans according to **policies and directives** from top-level management.
  - Act as **communicators** between top-level and lower-level management (transfer information, reports, and data). هضا الي بتقيمو
  - Organize and supervise **departmental or divisional activities**.
  - Inspire and motivate **junior managers** to improve efficiency.
  - Responsible for **hiring and training** lower-level staff. بدربوا ال

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3. Lower Level of Management

- The lower level Management :
- **Role**: Supervisory or operative level; focuses on day-to-day operations.
- **Examples**:
  - Shift Boss اليبطر براوج صدواﻷم
  - Head Nurse رئيسة المحظات
  - Lab Technician يتعاملوضح الجهاز
  - Team Leaders
- **Key Functions**:
  - **Guide and instruct workers** in daily tasks.
  - Provide **training and support** to workers.
  - Follow instructions from **middle-level managers**.
  - Submit **periodic reports** on worker performance to higher-level managers.

بشتغلو بإيديكم

متخل يومياً

In short:

- **Top-Level**: Think **big picture**—setting goals and policies.

- **Middle-Level**: Focus on **execution**— translating top-level plans into actionable tasks. ينظموا هاي العملية التنفيذية

- **Lower-Level**: Handle **daily operations**— supervising and guiding workers ✳ الي بشتغلوا يوميا

# Levels of Administration

There are 3 levels of administration.

Central level → Ministry of health — وزارة الصحة

Intermediate level → directorates of health — مديريات الصحه

Local Level → e.g. health office, Hospital, health care unit — clinc

المكان المحلي الي يتم فيه تلقي الرعاية الصحية
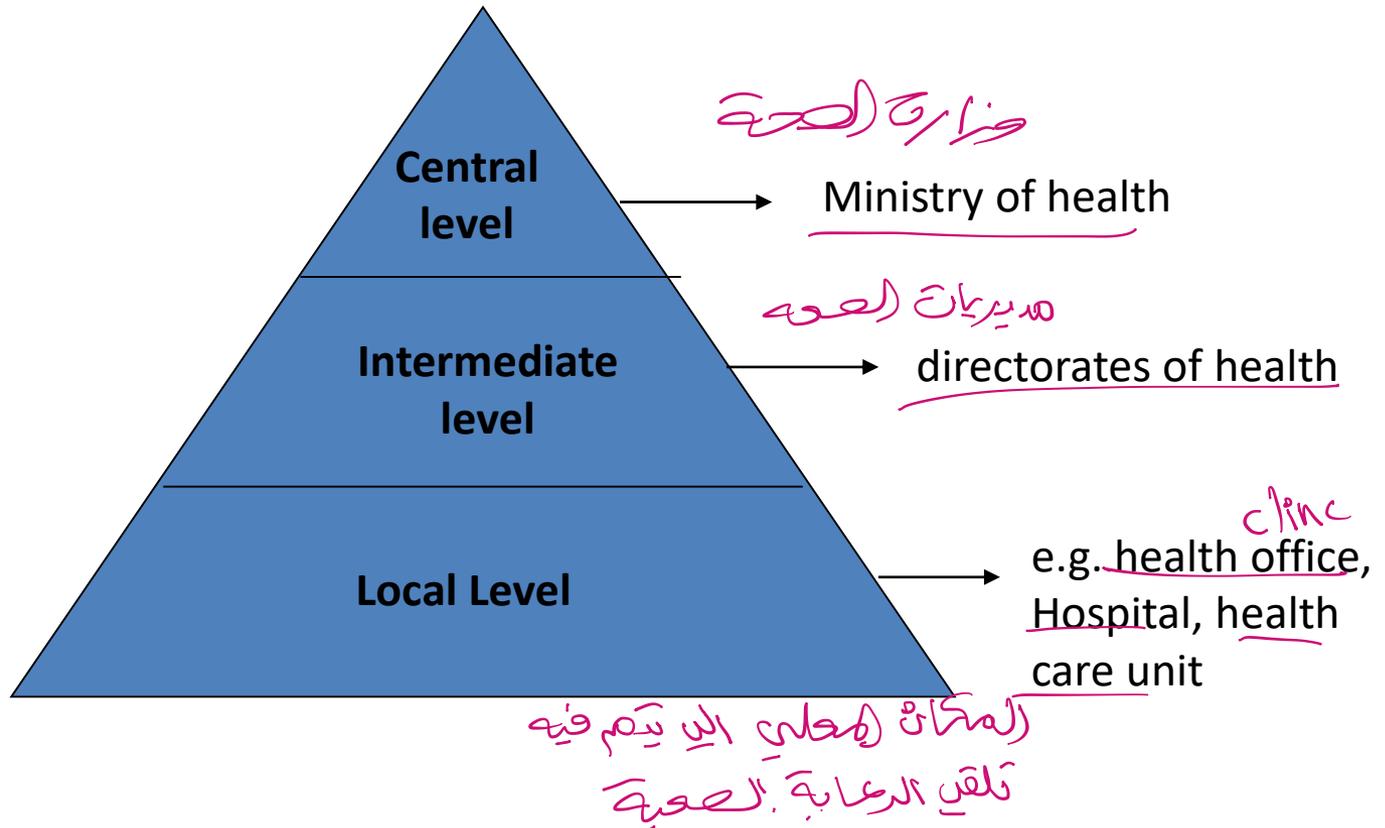
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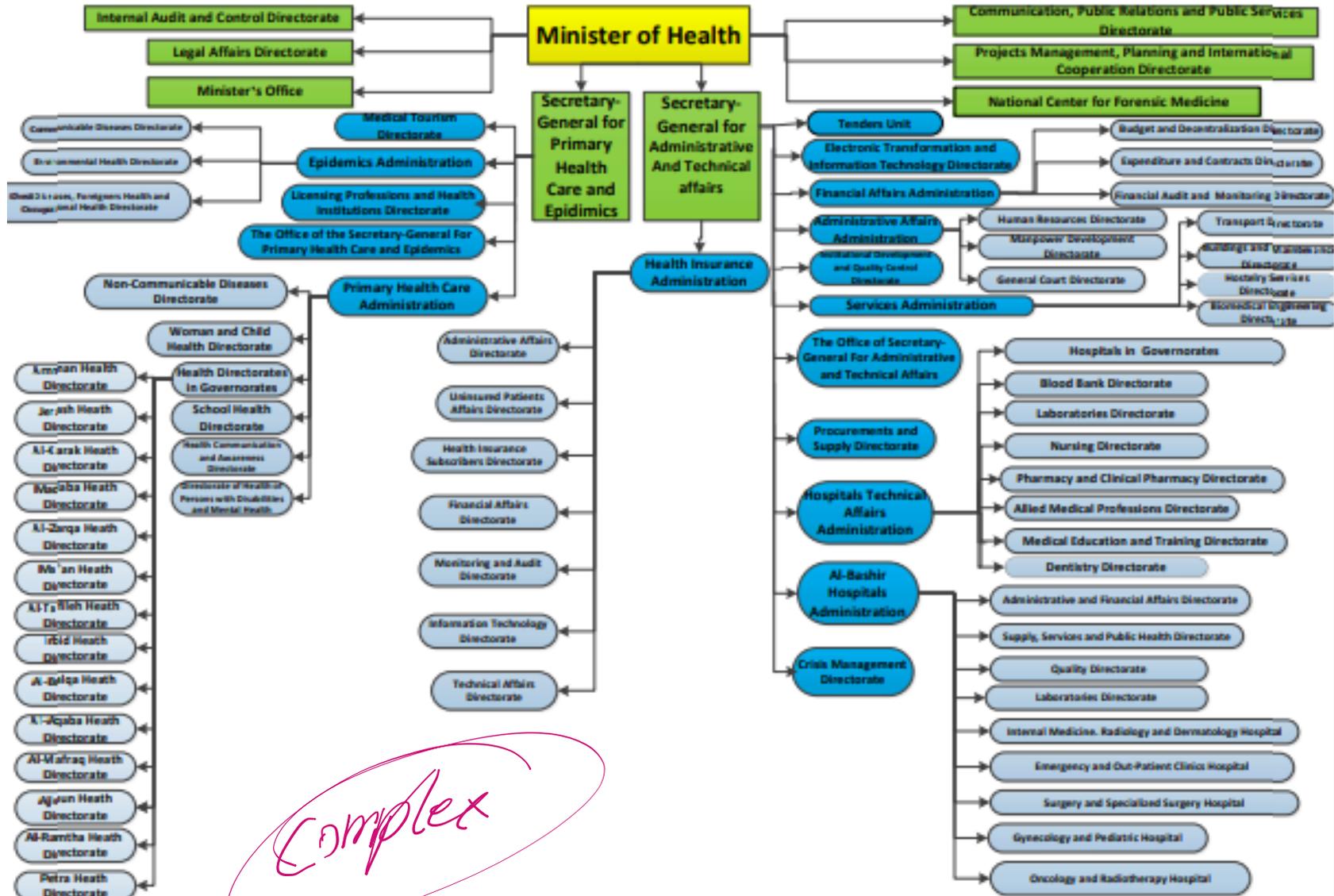
Thank You

to be continued...

الحمد لله