



Healthcare services and facilities

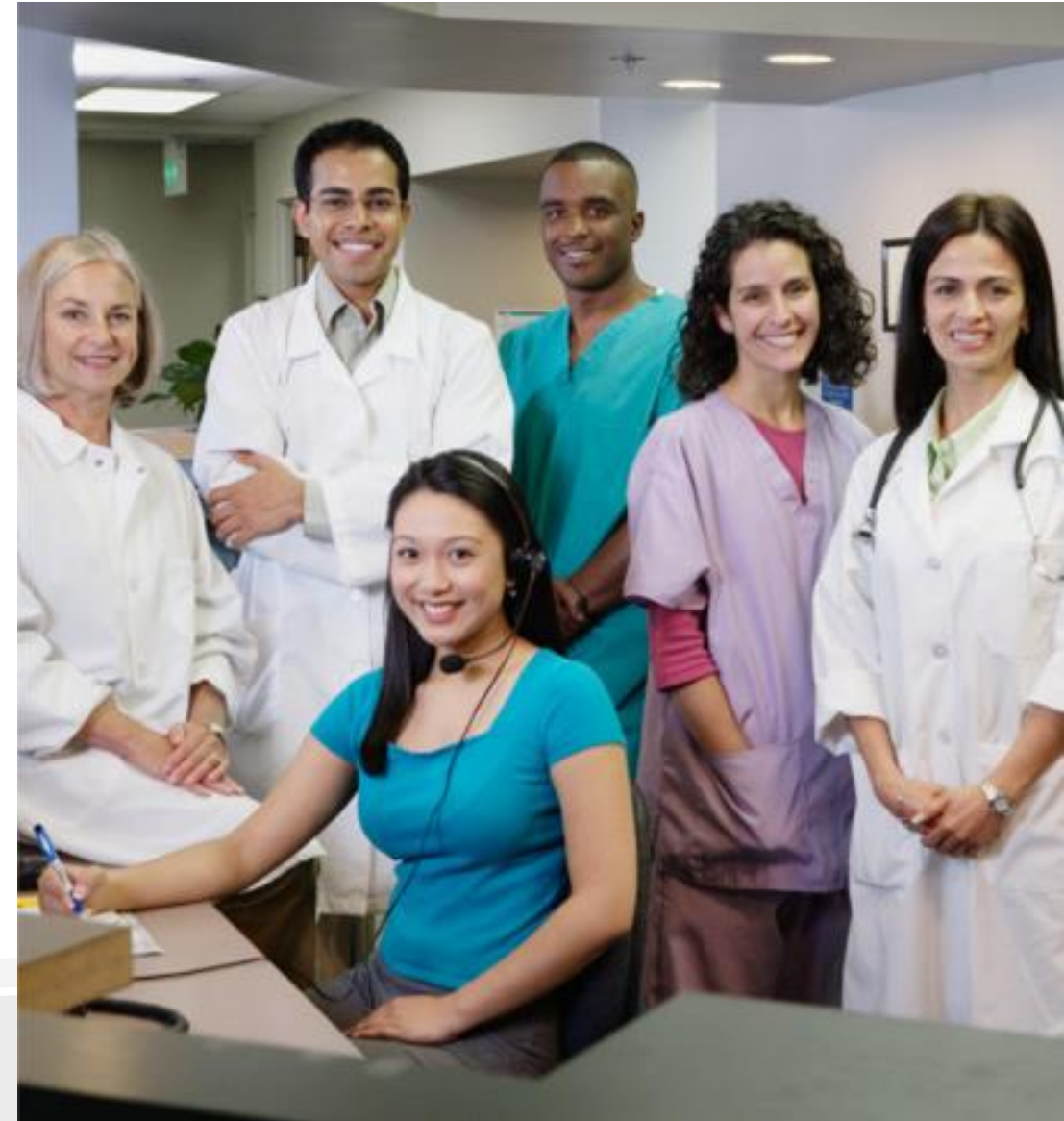


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What are health services?

- Activities aimed at improving health directly.
- **Include:**
 - Health promotion
 - Disease prevention
 - Treatment
 - Rehabilitation






Types of Care

Lay care (Informal)



Care provided by **lay people** who have received no formal training and are not paid.

Includes:




-  Self-care
-  Care by relatives and family
-  Support from friends and self-help groups

Formal care



Care provided by **trained, paid healthcare professionals**, typically in organized settings (hospitals or clinics).

Examples in Jordan:

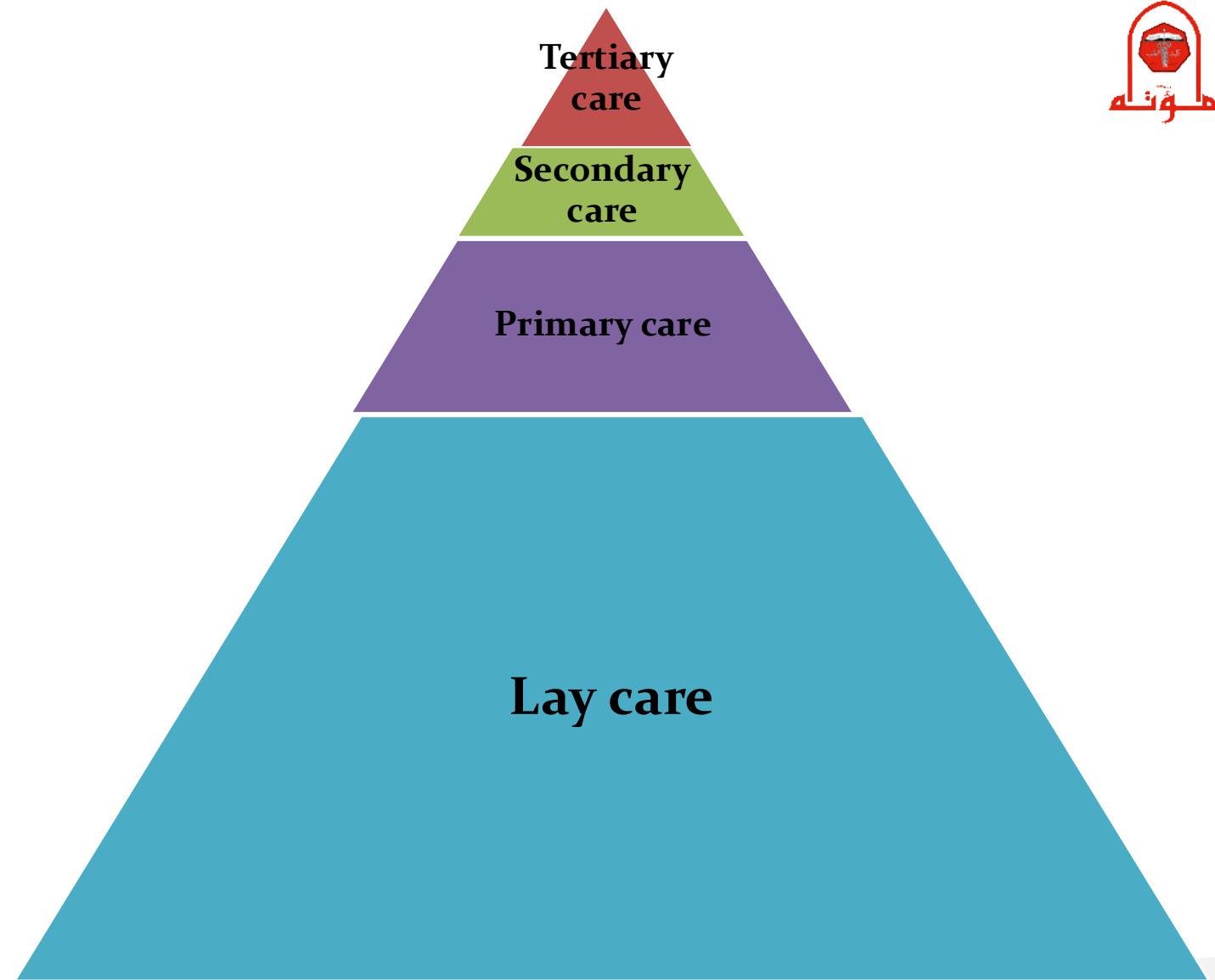
-  Hospitals & Clinics
-  Doctors & Nurses
-  Specialized Healthcare Services



Types of Care

80% of all care is provided by lay people (self-care and by family members).

This is true regardless of a country's level of development.



If the average person sees a doctor 3 times a year for 10 minutes each time (total 1/2 hour), the rest of the time ((365 days x 24 hours)-0.5) = 8759.5 hours) is in reality SELF-CARE.



The roles of lay carers



Providing Information & Advice

- Guiding individuals on health-related decisions.
- Encourage or discourage search for formal care



Emotional Support

- Support behavior change (e.g., quitting smoking)
- Assist recovery and rehabilitation



Practical Assistance

- Assisting with daily care activities
- Helping with medications
- Supporting daily tasks
- Using medical devices (e.g., CPAP)

Most lay care is provided by women (universal phenomenon).



Limitations of Lay Care

Modern societies rely more on formal healthcare because family-based care is decreasing.



- ✓ Smaller families (nuclear families)
- ✓ Aging population (elderly living alone)
- ✓ Increased geographical mobility



Increased need for formal healthcare services



Levels of Healthcare services (Formal)

Primary Care



Definition

First point of contact.



Examples

Clinics, GPs



Focus

Prevention + basic care

Secondary Care



Definition

Specialized care via referral



Examples

Specialists, hospitals



Focus

Diagnosis + treatment

Tertiary Care



Definition

Highly specialized care



Examples

ICU, advanced surgery



Focus

Complex + advanced procedures

Notes:

- Exceptions EXIST!
- Imbalances between levels and types of care occur.



Formal vs Lay care

	Formal care	Lay care
The setting	Usually takes place in formal setting (health center)	Usually takes place in an informal setting (person's home)
The training	Carers receive a formal training and receive certifications, licenses, or qualifications at the end.	Carers get no or only unstructured training
The rewards	Carers are paid	Carers are not paid



Healthcare Facilities can be classified into:



**By Type of
Services (Function)**



**By Ownership /
Affiliation**



**By Duration &
Setting of Care**

A facility can be classified in **more than one way**



By Ownership

Healthcare facilities can be classified into:

For-profit



Owned by private organizations aiming for profit.

- Example: private hospitals.

Not-for-profit



Owned by government or organizations serving the community.

- Examples: public hospitals, military hospitals



By Duration of Care

Outpatient Care



Outpatient Care

- Care provided for less than 24 hours.
- Clinics
- Day procedures

🔍 Important Note:



Date of Service

A calendar day
(12:00 AM – 11:59 PM)

24 Hours

Exactly 24
continuous
hours

Inpatient Care



Inpatient Care

- Care requiring hospital stay (24 hours or more).
- Medical treatment
- Procedures
- Accommodation and meals
- Continuous medical supervision



A patient may stay for **24 hours** but this can count as two dates of service.

By Type of Services (Function):

Acute care (Hospitals)



Community, teaching,
specialized, research
hospitals

⊕ Emergency services

Outpatient / Ambulatory services



Physician offices
walk-in clinics,
ASCs

Long-term & supportive care



Rehabilitation
home health, hospice,
domiciliary care



Acute & Emergency Care



Acute Care

- Short-term treatment for severe conditions in an inpatient setting for diagnostic and therapeutic care. **Examples: Inpatient medical and surgical services** (heart attack, trauma)



Emergency Care

- Health care facilities that are open 24 hours a day/365 days a year to provide services of Immediate care for urgent conditions (unscheduled) medical attention based on a single situation or circumstance



Emergency departments (ED) are more often a part of an acute care hospital OR Independent facilities known as urgent care centers



Types of Hospitals



Community Hospitals

- Provide general services for the population.
- Usually licensed as an “acute care hospital,” and include an emergency dept.



Specialized Hospitals

- Focus on providing services for specific conditions.
- Examples: King Hussein Cancer Centre, Eye Specialty Hospital, AL-Amal Maternity Hospital



Teaching Hospitals

- Affiliated with accredited medical schools, provide training and education to future health care professionals.
- Examples: Jordan University Hospital (JUH), King Abdullah Hospital (KAH)





Research Hospitals

- Focus on developing new treatments and medical technologies
- May be independent or part of a teaching hospital
- Conduct research on drugs, surgeries, and therapies





Outpatient / Ambulatory Facilities



Physician Offices

- General or specialized outpatient clinics.
- (GP, endocrinologist, orthopedist, urologist, etc.)



Walk-in Clinics

- Provide immediate, non-emergency healthcare services.
- Offer convenient access for minor illnesses and injuries without appointments or ER visits.



Ambulatory Surgical Centers (ASCs) ميدانية

- Free-standing facilities that provide surgical procedures on an outpatient basis only.
- Also known as same day surgery centers.
- Examples: Field hospitals, mobile medical units, Outpatient dialysis units.





Long-Term & Supportive Care

Rehabilitation hospitals / centers

- Provide care for patients with physical or mental disabilities
- Aim to restore function and independence
- Use therapies (physical, occupational, speech)
- May be inpatient or outpatient
- **Example:** The Jordanian Royal Medical Services Rehabilitation Center



Rehabilitation care focuses on **functional recovery**, not acute treatment



Long-Term & Supportive Care

- Home Care
- Provide medical care at the patient's home
- Delivered by healthcare professionals (doctors, nurses)
- Suitable for patients who prefer home-based care
- **Example:** Al Hussein Cancer Center Home Care Program

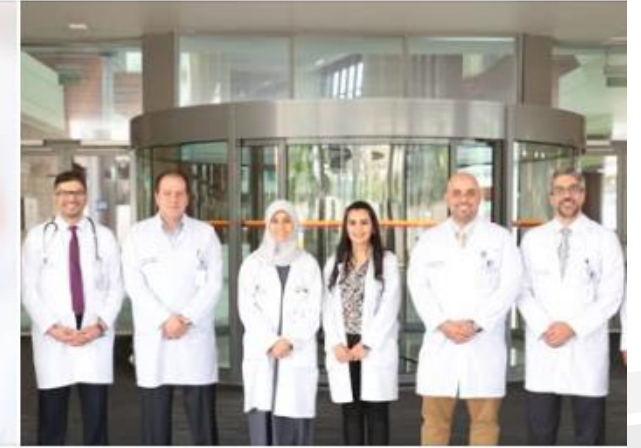
King Hussein Cancer Foundation and Center مؤسسة ومركز الحسين للسرطان



King Hussein Cancer Foundation and Center مؤسسة ومركز الحسين للسرطان
October 23, 2022 · 🌐

في مركز الحسين للسرطان لدينا فريق للرعاية المنزلية يصل إلى مرضانا في جميع مناطق المملكة إذا تطلبت حالة المرضى البقاء في بيوتهم وبين عائلاتهم. ويتكون الفريق من طبيب، وممرض، وصيدلاني، ومعالج طبيعي، واختصاصات أخرى حسب حاجة المريض. في عام 2021، تم إجراء أكثر من 5 آلاف زيارة منزلية، موفرين رعاية طبية بنفس جودة وفعالية الخدمات المقدمة داخل المركز.

لمعرفة الخدمات التي يقدمها فريق الرعاية المنزلية في مركز الحسين للسرطان:
<https://www.khcc.jo/ar/palliative-care>





Long-Term & Supportive Care

- **Domiciliary Care...** دار، مسکن
- Provide housing with basic healthcare support
- For individuals who are mostly independent
- Help with daily needs (e.g., medications)
- Offer a balance between independence and care





Long-Term & Supportive Care

- Hospice
- Provide end-of-life (palliative) care to terminally ill patients.
- Focus on comfort and quality of life
- Not aimed at curing disease
- Can be provided at home or in specialized facilities



المستشفى الاستشاري
Istishari Hospital

HOME ABOUT US OUTPATIENT CLINICS ANCILLARY SERVICES MEDICAL SERVICES PATIENTS

Home > Outpatient Clinics > Comprehensive Care Centers > Hematology/ Oncology > Hospice and Palliative Care

Overview
Oncology
Hematology
Compassionate Support Team
Hospice and Palliative Care

Hospice and Palliative Care

Hospice care is end-of-life care that is provided by Istishari Hospital professionals in order to provide medical, psychological, and spiritual care to help terminally ill patients and their families have peace, to control pain and other symptoms so a patient can remain as alert as possible. Hospice care also provides service and support for patients' families.

Our hospice care is supported by a multidisciplinary team consisting of a medical oncologist, primary care physician, nurse, psychosocial worker, and dietician, together, they provide complete palliative care aimed at relieving symptoms and giving social, emotional, and spiritual support. The hospice care can take place at home or in a hospital setting offering the following services:

PAIN AND SYMPTOMS CONTROL

The goal of pain and symptom management is to help patients feel comfortable while allowing them to stay in control and feel at ease. Every effort is taken to alleviate patients of pain and discomfort at any given time.

Outpatient Clinics Contact
44 Al Kindi St. Amman, Jordan
Phone: +962 6 500 1024
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Fax : +962 6 569 8833
clinics@istisharihospital.com





King Hussein Cancer Center

Patient Treatment & Resources Clinical Services & Departments Academic Affairs & Research Cancer Control Home

Cancer Coverage Program

How to Prevent & Detect Cancer
Treatment and Care
Patient Admission
Guide to KHCC
Patient and Caregiver Resources
Living With Cancer
Caregiver Guide
Providing Physical Care
Providing Comfort
Exercise for the Patient
Hospice Care
Getting Organized
Compassionate Support Team

Hospice care



What is hospice care?

Hospice is a part of palliative care that involves a team-oriented approach to quality medical care, pain and symptom management, as well as emotional and spiritual support.



HOSPICE

جمعية مؤسسة الملائد للرعاية الإنسانية
AL- Malath Foundation for Humanistic Care



Utilization of Health Care Services

- The need for healthcare services has increased over time
- **Health care utilization:** the way *individuals* use healthcare resources

Factors Affecting Health Care Utilization

1. Factors that may DECREASE utilization



Decreased supply (e.g, hospital closures, fewer physicians)



Improved public health & prevention ↑
(↓ need for care)



Better understanding of risk factors
(healthier lifestyles)



Curative treatments that eliminate diseases
Changes in preferences (e.g., self-care, alternative medicine)

2. Factors that may INCREASE utilization

2. Factors that may INCREASE utilization



Increased supply (e.g, ASCs, assisted living)
Aging population (↑ chronic diseases)



New technologies & procedures (e.g, MRI, stents)
New diseases (e.g, HIV/AIDS)



New drugs / expanded drug use
Increased insurance coverage



Increased in practice patterns
Increased demand (e.g, cosmetic procedures)



Administration role!



Identify population needs for healthcare services

→ Start by analyzing the target population

Service Areas (Very important 🔥)

A health care facility's **primary service area** is that geographical area from which the facility will attract **75** percent of its patients.

The other **25** percent of the geographic region are the secondary service area.

✓ Primary service area:



Area providing **75%** of patients

Secondary service area:



→ Remaining **25%** of patients

🔍 Key Considerations

Used to determine the most appropriate services

Demographics

- Age
- Gender
- Culture

Economics

- Income
- Employment
- Education



THANK YOU

*You cannot buy your
health; you must earn it
through healthy living.*

– JOEL FUHRMAN