



Healthcare services and facilities



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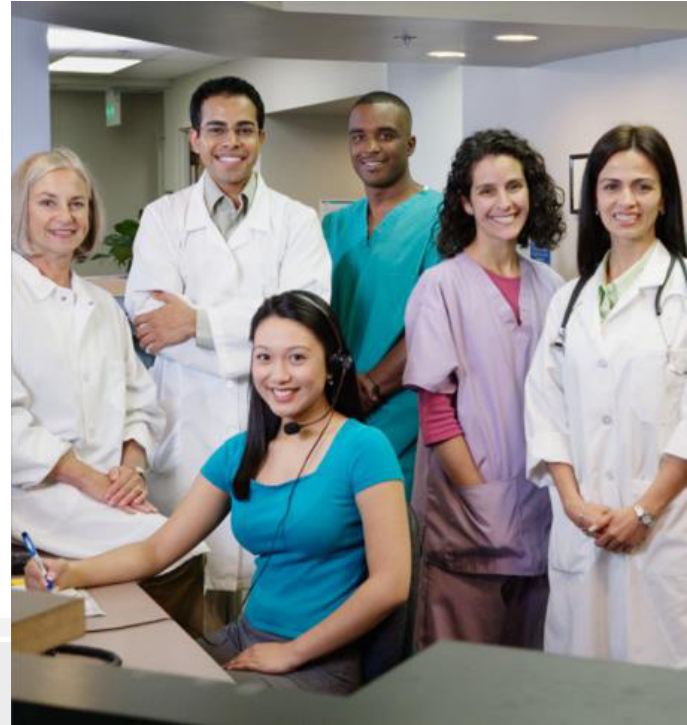
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What are health services?

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





Types of Care



عن متطوعين






Lay care (Informal)



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

Includes:

-  Self-care *بداً من أقرب الناس لك نفسك*
-  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 *تجيب بالمتكلمين* 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)

Continuous positive Airway Pressure



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



Limitations of Lay Care

تأخذ تقبل مع الوقت
ويزيل مفهوم الأسرة الممتدة

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



- ✓ Smaller families (nuclear families) الأسرة النووية
- ✓ 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 ^{الطبيب العام}
^{المعالجات} general practitioner



Focus

Prevention + basic care

Secondary Care



Definition

Specialized care via referral
^{تحويل}



Examples

^{المستشفيات} Specialists, hospitals

admission surgery, IV fluid



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.

بالحقيقة هما مش متساويين




Formal vs Lay care

	Formal care	Lay care
The setting	Usually takes place in formal setting (health center) <i>ہوکر صحتی</i>	Usually takes place in an informal setting (person's home)
The training	Carers receive a formal training and receive certifications <i>تہذیب</i> , licenses <i>تراخيص</i> , or qualifications <i>مہتملات</i> 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:

(Summary)




By Type of Services (Function)

Acute care (Hospitals)	Outpatient / Ambulatory services	Long-term & supportive care
<ul style="list-style-type: none"> Community, teaching, specialized, research hospitals Emergency services 	<ul style="list-style-type: none"> Physician offices walk-in clinics, ASCs Ambulatory surgical centers 	<ul style="list-style-type: none"> Rehabilitation home health, hospice, domiciliary care



By Ownership / Affiliation

for profit ← → not for profit



By Duration & Setting of Care

In pt Out pt

24 ساعة وعلاج
أقل من 24 ساعة
حتى لو تعدد أيامه
فترة زمنية واحدة

A facility can be classified in more than one way



By Ownership

حسب الملكية

Healthcare facilities can be classified into:

For-profit ربيحي



Owned by private organizations aiming for profit.

- Example: private hospitals.

Not-for-profit غير ربيحي



Owned by government or organizations serving the community.

- Examples: public hospitals, military hospitals

أو مثلا منظمة دولية



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 ^{اقامة} وجبات
- Continuous medical supervision ^{الإشراف الطبي بشكل مستمر}



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

صحة المريض بعد 24 ساعة من تاريخه عليه يومين (كثلاثين) عنوانهما يعتبروا التاريخين Calendar

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

لعمل اومعة

- 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

ارحاضها اذا كانها بسيرة



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

من مركز الحسين السرطان

- 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)

مستشفى الجامعة الأردنية
مستشفى الملك عبد الله بن عبدالعزيز



مستشفى المركز التخصصي بعدة تخصصات



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

مستقل
جزء من المستشفى التعليمي





Outpatient / Ambulatory Facilities

لدى مكيول / استقل

ما يتكون ماخذ صوفى



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.

لأزاحة منزلة الطوارئ



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.

لدى الى اجزة





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) ^{صوت} ^{وظيفي} ^{الكلام} ^{تعزيز الذاكرة والذاكرة}
- May be inpatient or outpatient
- **Example:** The Jordanian Royal Medical Services Rehabilitation Center

مركز التأهيل التابع للخدمات الطبية الملكية



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

مؤسسة ومركز الحسين للسرطان King Hussein Cancer Foundation and Center

Post الحسین للسرطان



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 *بجتر بقوم بحالہ*
- Help with daily needs (e.g., medications)
- Offer a balance between independence and care

ترکے دور المسکن





Long-Term & Supportive Care

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

لمرض السرطان مثلا بالرعاية الأخرى كما عاينانا وعاينكم الله



المستشفى الاستشاري
Istishari Hospital

HOME ABOUT US OUTPATIENT CLINICS ANCILLARY SERVICES MEDICAL SERVICES PATIENT

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

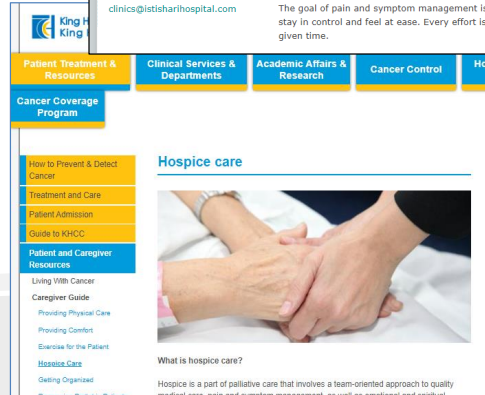
Hospice care is end-of-life care that is provided by Istishari Hospital professionals in order to provide medical, psychological, and spiritual care to help terminally ill patients and their families have peace, to control pain and other symptoms so a patient can remain as alert as possible. Hospice program 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
+962 79 636 1177
Fax : +962 6 569 8833
clinics@istisharihospital.com


King Hussein Cancer Center

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

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

Hospice care



What is hospice care?
Hospice is a part of palliative care that involves a team-oriented approach to quality



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


حفاظت على الامر الزم...

احفظ set والثاني عنك


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)
Ambulatory surgical centers

Aging population (↑ chronic diseases)
not curative

 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)
التخصصية



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.

من يتلقى الخدمة الصحية في المنطقة الأساسية 75% من المرضى

✓ **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 الدخل
- Employment الموظفين
- Education التعليم

اعطى قائمة لاحتياجات مرضى العيادات التي تقدمها

Which factor is primarily used to define a healthcare facility's primary service area?

- A. The total geographic size of the region
- B. The distance between cities
- C. The highest proportion of patients served
- D. Administrative boundaries

Answer: C

6. Which statement is correct?

- A. Secondary area provides more patients than primary
- B. Primary area provides exactly 50% of patients
- C. Primary area provides most patients
- D. Service areas are unrelated to patient flow

Answer: C

3. The main purpose of identifying service areas is to:

- A. Increase hospital size
- B. Analyze target population → determine appropriate services
- C. Reduce staff workload
- D. Replace hospital planning

Answer: B

4. Primary and secondary service areas are mainly based on:

- A. Hospital profit levels
- B. Geographic patient distribution
- C. Number of doctors
- D. Hospital construction cost

Answer: B



THANK YOU

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

– JOEL FUHRMAN