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Faculty of Medicine
Mutah University
2023

Overview

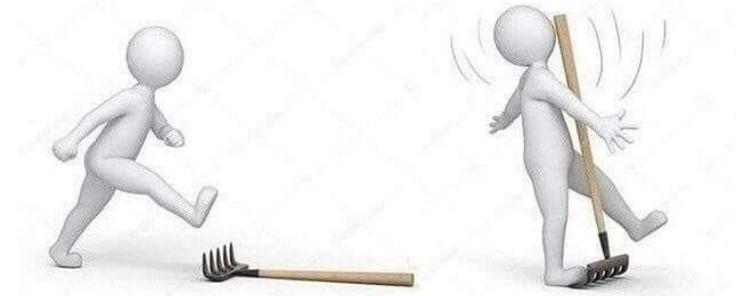
**HEALTHCARE
ADMINISTRATION**



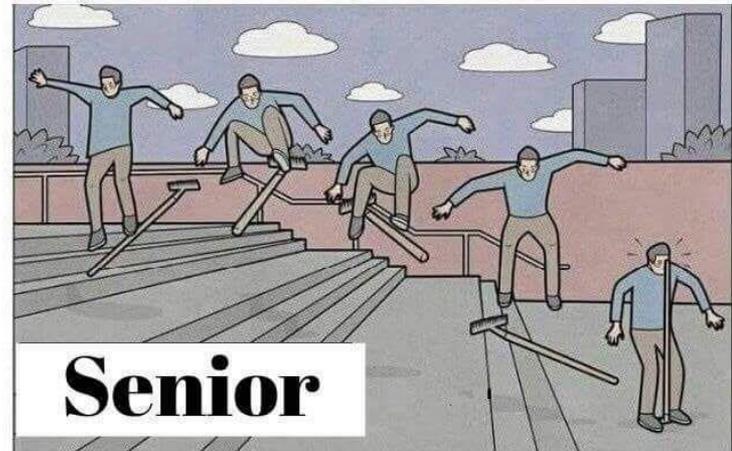
Course title: Health
Administration

Course code:
1506304

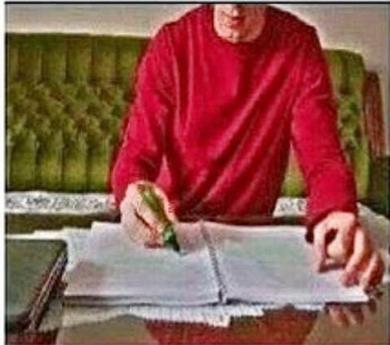
Credit hours: 1 hour



Junior



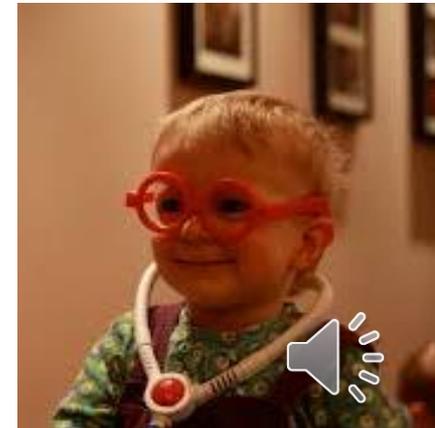
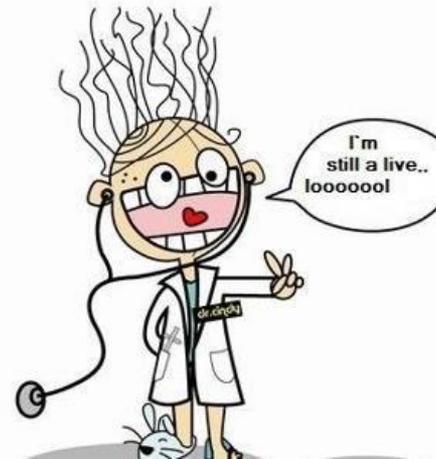
Senior



**Ordinary
Student**

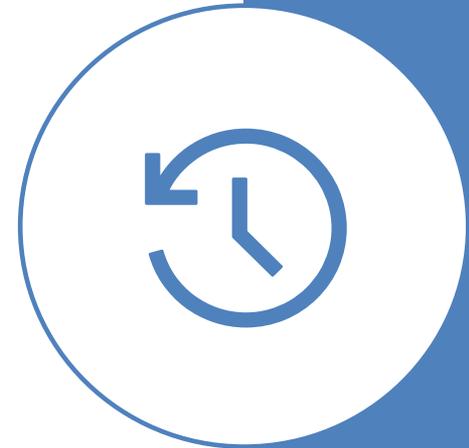


**Medical
Student**



Outline:

- Definitions
- Brief history of HA
- Levels of HA



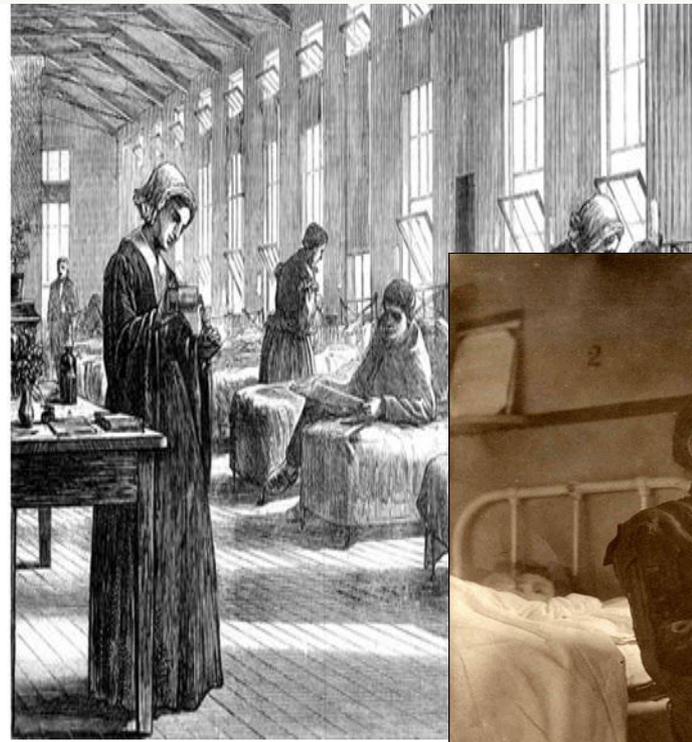
Introduction

- Healthcare is one of the determinants of health.
- Healthcare organizations are complex and dynamic.
- The nature of these organizations requires administration and management.



Brief history of HA

- Before the 20th century, hospitals were less organized and less efficient than they are today.
- Revolutionary advances in health care and the development of many procedures and services (e.g anesthesia, modern surgery, the discovery of antibiotic..etc) made hospitals' role in delivering health services essential.
- Healthcare administration has developed together with **advances in medical science and the growth of hospitals.**



Today's Health and Medical Administration Field

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

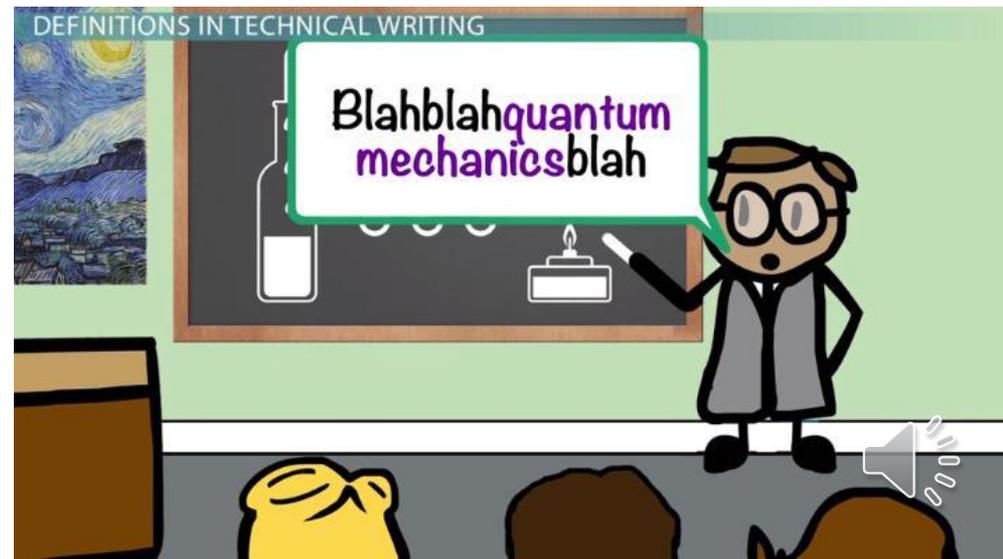
- Hospitals have become large, complex organizations.
- Technology has advanced greatly.
- Government has taken on a larger role in healthcare delivery.
- Healthcare financing has become more complex (private and public systems).
- Rising Costs of Healthcare



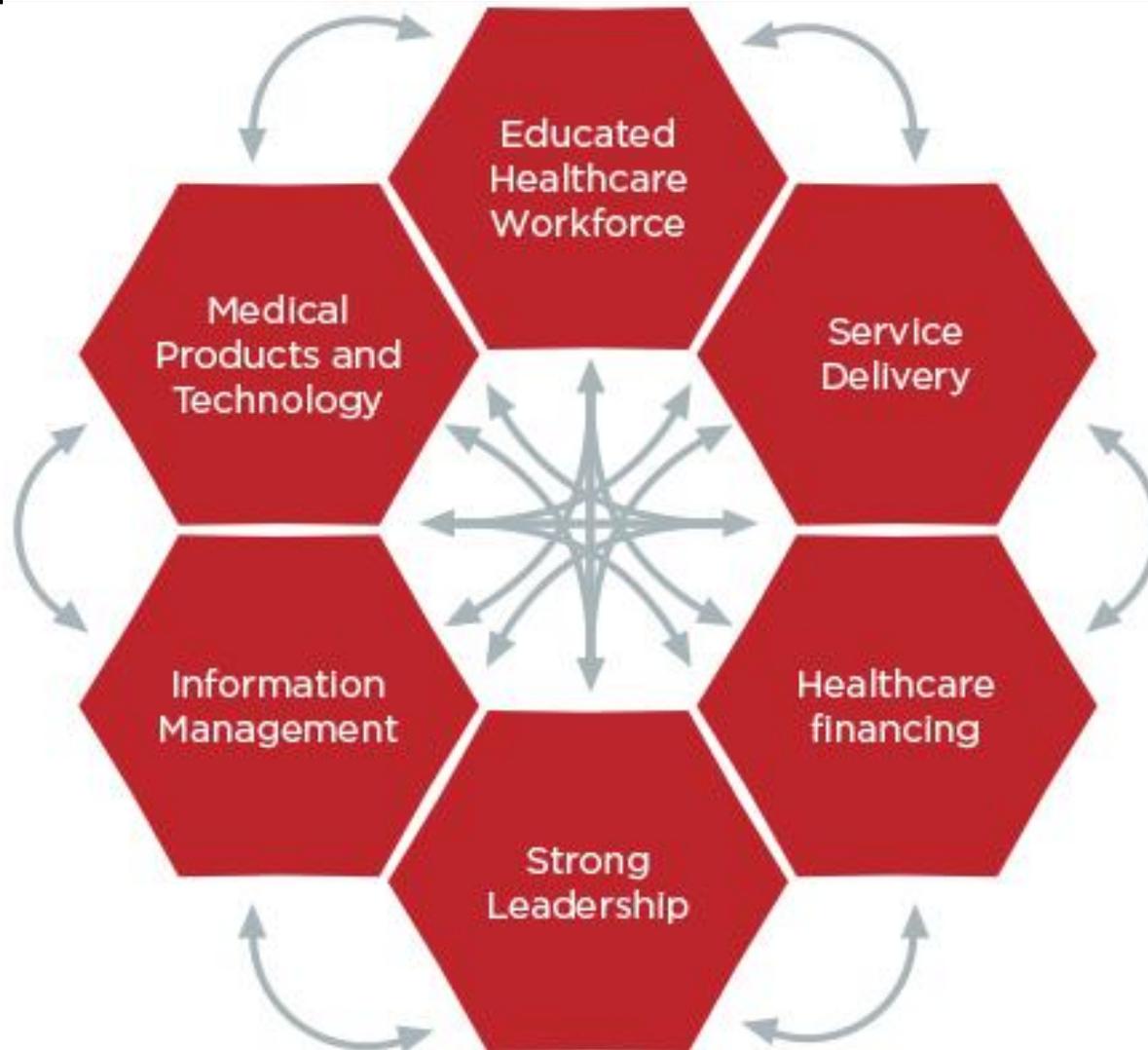
Some definitions:

Health system: all activities whose main responsibility is to promote, restore and maintain health.

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



The six building blocks of a health system:



The six building blocks of a health system:

1. Health service Delivery

Effective, safe, quality personal and non-personal health interventions to those who need them, when and where needed, with minimum waste of resources.

2. Health Workforce

There are **sufficient numbers** and mix of staff, **fairly distributed; they are competent, responsive and productive.**

3. Health Information system

The production, analysis, dissemination and use of reliable and timely information on health determinants, health systems performance and health status

4. Medical Products, Vaccines and Technologies

Equitable access to *essential* medical products, vaccines and technologies of assured quality, safety, efficacy and cost-effectiveness, and their scientifically sound and cost-effective use.

5. Health Financing

Adequate funds for health, in ways that ensure people can use needed services, and are protected from financial catastrophe or impoverishment associated with having to pay for them.

6. Leadership and Governance

Guidance of the whole system, health sector policies; coordination; and regulation



Definition of Administration

“The process of *achieving defined goals at a defined time* through the guidance, leadership, and control of the efforts of a *group of individuals* and the efficient utilization of *non-human resources* bearing in mind adequacy, speed, and economy to the utmost possible level.”



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.

Health care administrators are considered health care professionals.

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

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



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. Goals are:

- Broader in scope
- Difficult to measure without proper objectives
- Abstract (ideas)
- Longer-term compared to objectives
- End result after the objectives are achieved

AN OBJECTIVE: is a measurable measurable actions 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)**

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WHAT IS THE DIFFERENCE BETWEEN GOALS AND OBJECTIVE

GOALS



OBJECTIVE





Specific



Measurable



Achievable



Relevant



Time-Limited

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



Management and Administration

- The term “Management” and “Administration” are used interchangeably. However, they don’t mean the same!

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

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

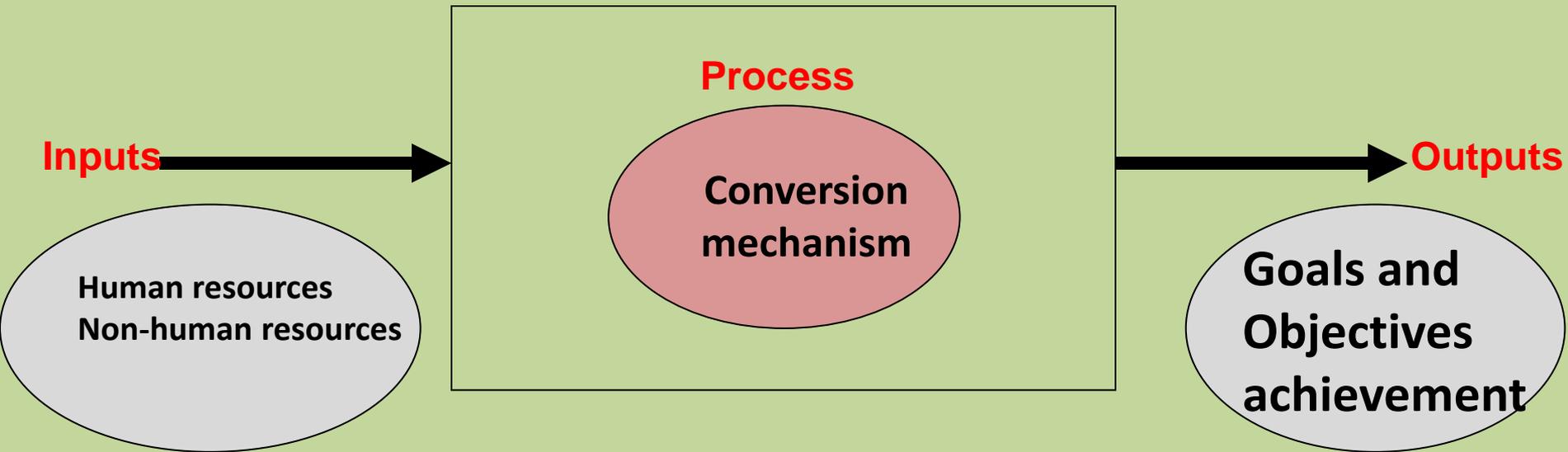




Management

- Management is the operational part (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*.”
- It is a “conversion mechanism”.

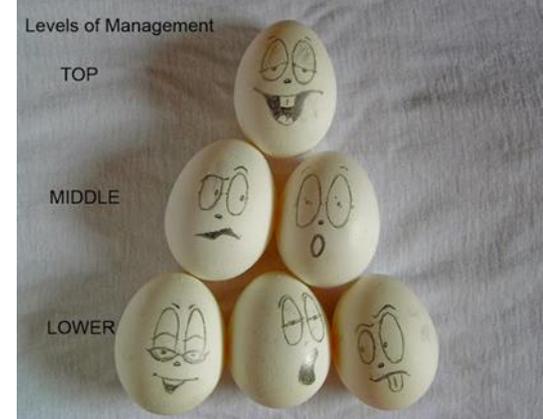
Management:



	Management	Administration
Nature	Executive or doing function	Decision making or thinking function
Scope	Concerned with implementation of policies	Concerned with determination of major objectives and policies
Level*	Middle and lower level function	Top level function
Influence	Mainly by objectives and policies of organization	Mainly by public opinion and external forces
Main function	Directing and organizing	Planning and control
Skills required*	Technical and human skills	Conceptual and human skills



Levels of management



1. Top Level Management

The Top level management: administrative level. They coordinate services and concentrate on planning.
Examples: the Board of Directors, the Chief Executive Officer (CEO)..etc.

Top level management functions:

- To put the policies and objective of the organization
- Plan and assign competent managers to the departments or middle level to carry them out.
- Keeping the communication between the organization and the outside world.

Levels of management



2. Middle Level of Management

The Middle level Management: the executory level. Example: the departmental managers and branch manager. They could be divided into senior and junior middle-level management if the organization is big.

Functions:

- To execute the plans of the organization according to policies and directives laid down by the top level management.
- The communicators between the top level and the lower level (they transfer information, reports, and other data of the organization to the top-level).
- To organize the division or departmental activities.
- To be an inspiration or create motivation for junior managers to improve their efficiency (are responsible for the employment and training of the lower levels).

MIDDLE
MANAGEMENT



PASSING THE
WORK ON TO YOU

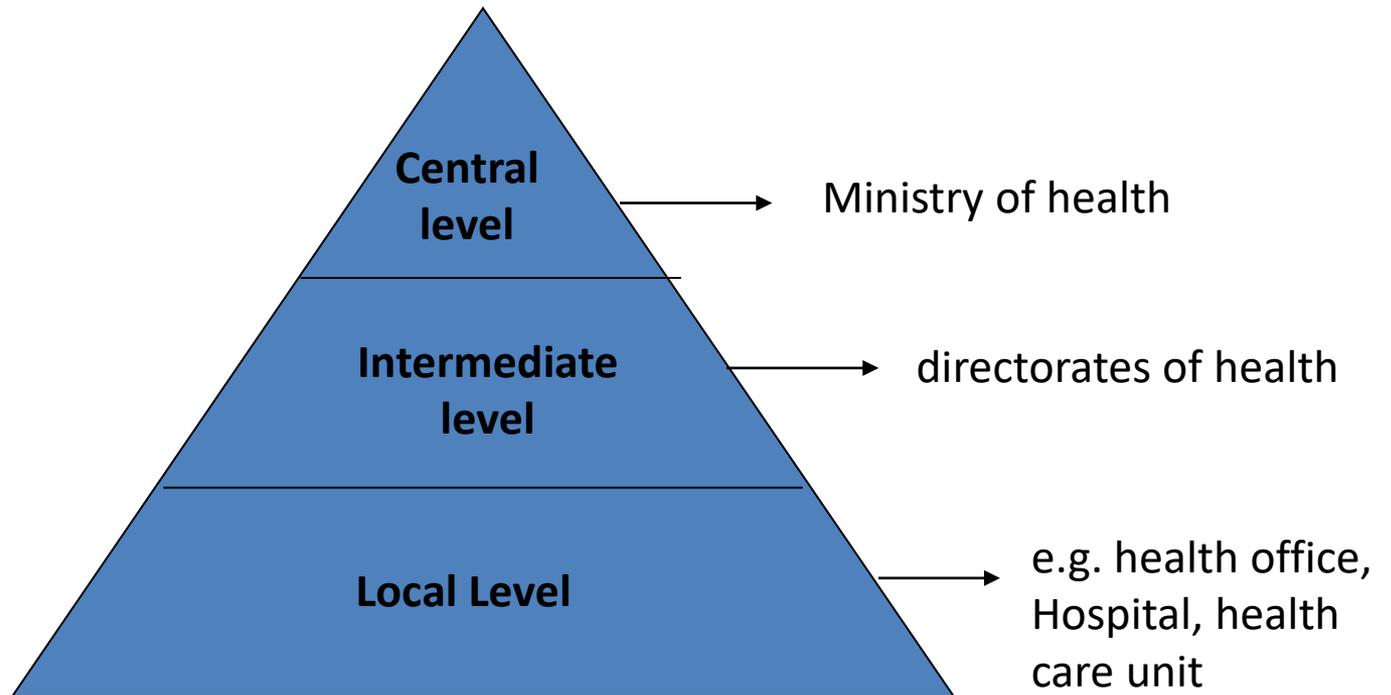


3. Lower Level of Management

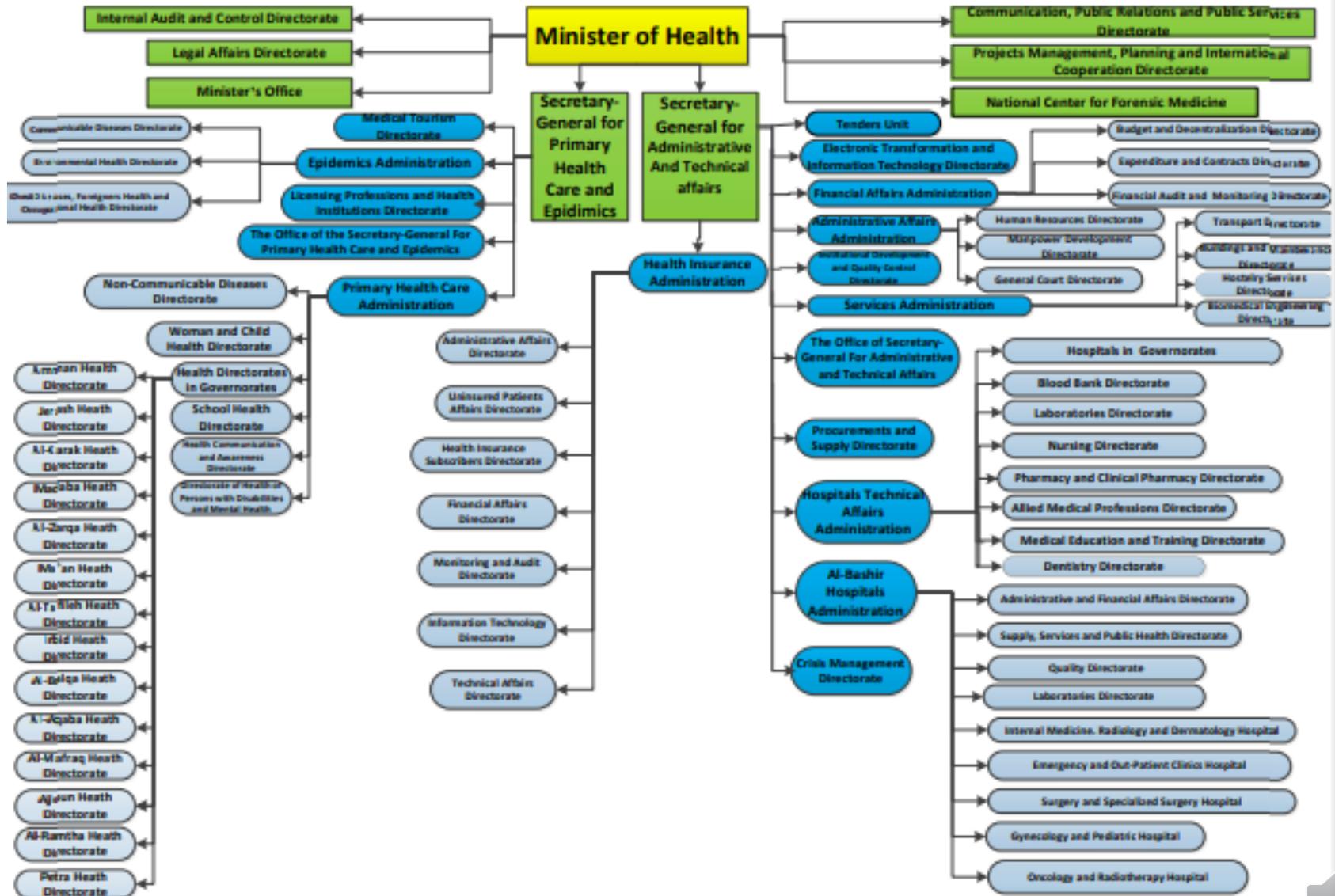
- [The lower level Management](#) : the supervisory or the operative level of managers. Examples: the shift boss, the head nurse, technician, Lab worker..etc.
- Their main role is to guide & instruct workers for day to day activities.
- Supervisors provide training to workers.
- They spend most of their time on the functions as instructed by the managers above them.
- To give periodic reports of the workers to the higher level managers.

Levels of Administration

There are 3 levels of administration.



In Jordan:



Leadership



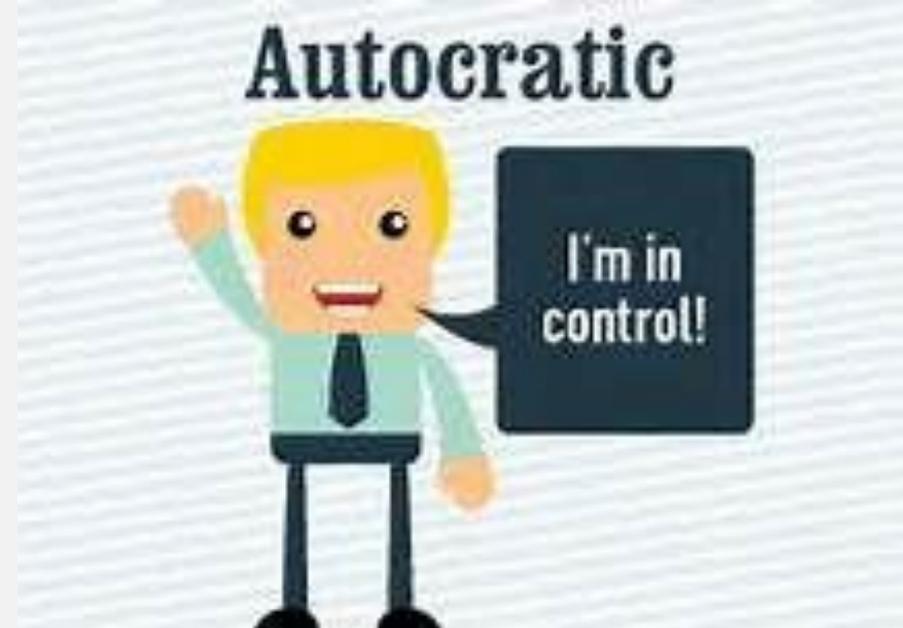
- The ability to influence a individuals/group towards the achievement of common goals.

-Styles of leadership:

- **Autocratic**
- **Democratic (Participative)**
- **Laissez faire (Permissive)**
- **Bureaucratic**



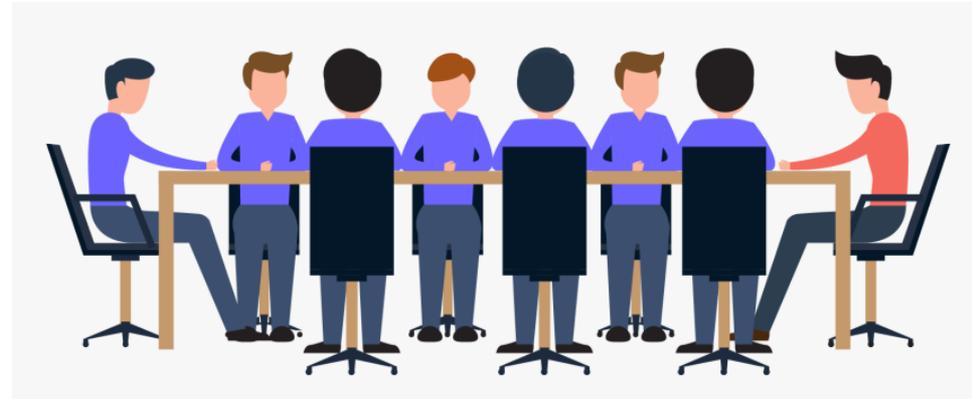
Autocratic



- Autocratic leaders, provide clear expectations for what needs to be done, when it should be done, and how it should be done.
- There is also a clear division between the leader and the followers. Autocratic leaders make decisions independently with little or no input from the rest of the group. (One decision maker)
- Autocratic leadership is best applied to situations where there is little time for group decision making or where the leader is the most knowledgeable member of the group.

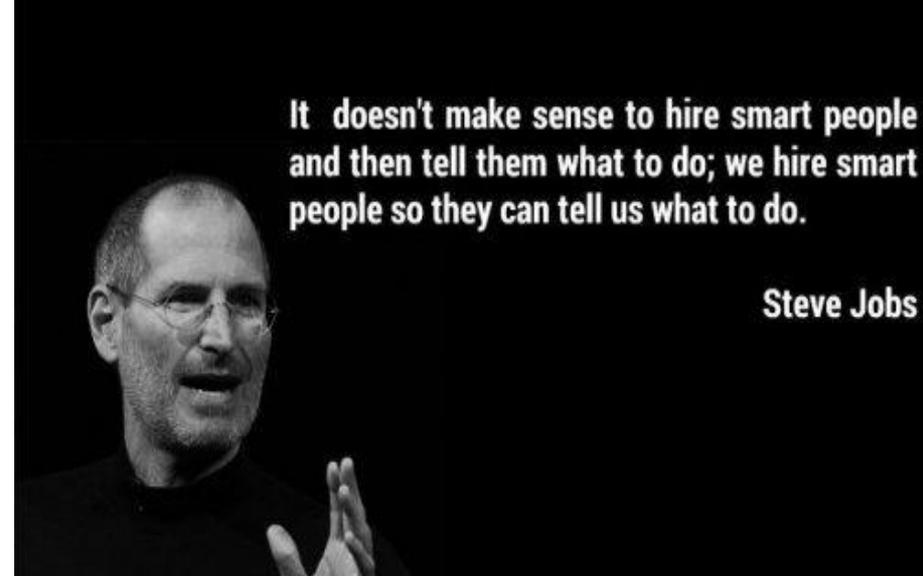


Democratic



- Democratic leaders offer guidance to group members, but they also participate in the group and allow input from other group members.
- leaders encourage group members to participate, but keep the final say over the decision making process.
- Group members feel engaged in the process and are more motivated and creative. However, it is time consuming.

Laissez faire (Permissive)



- The laissez-faire leadership style is also known as the "hands-off" style.
- It is one in which the manager provides little or no direction and gives employees as much freedom as possible.
- All authority or power is given to the employees and they must determine goals, make decisions, and resolve problems on their own.
- This style can be effective in the situations where group members are highly qualified in specific area





Bureaucratic leadership



- Bureaucratic leadership is where the manager manages “by the book” Everything must be done according to procedure or policy. Everyone know their role. High employment security. Less adapted to change.
- the manager refers to the next level above when encounter a problem.
- **This style can be effective when:**

Employees are performing routine tasks over and over.

Employees need to understand certain standards or procedures



Thank You

to be continued...
