



Healthcare services and facilities

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What are health services?

- **The full range of activities that are undertaken primarily for health reasons.**
- They extend from health promotion and disease prevention, through curative services, to long term care and rehabilitation.
- They are usually provided in order to make a direct effect on people's health.



Types of care

Lay care (Informal):

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

It includes self-care, care by relatives, friends and self-help groups.

Formal care:

Care provided by trained, paid professionals usually in formal setting.

Types of care (Formal)

Primary care: The first point of contact for people. It is usually general less specialized, and provided in the community (e.g. GPs)

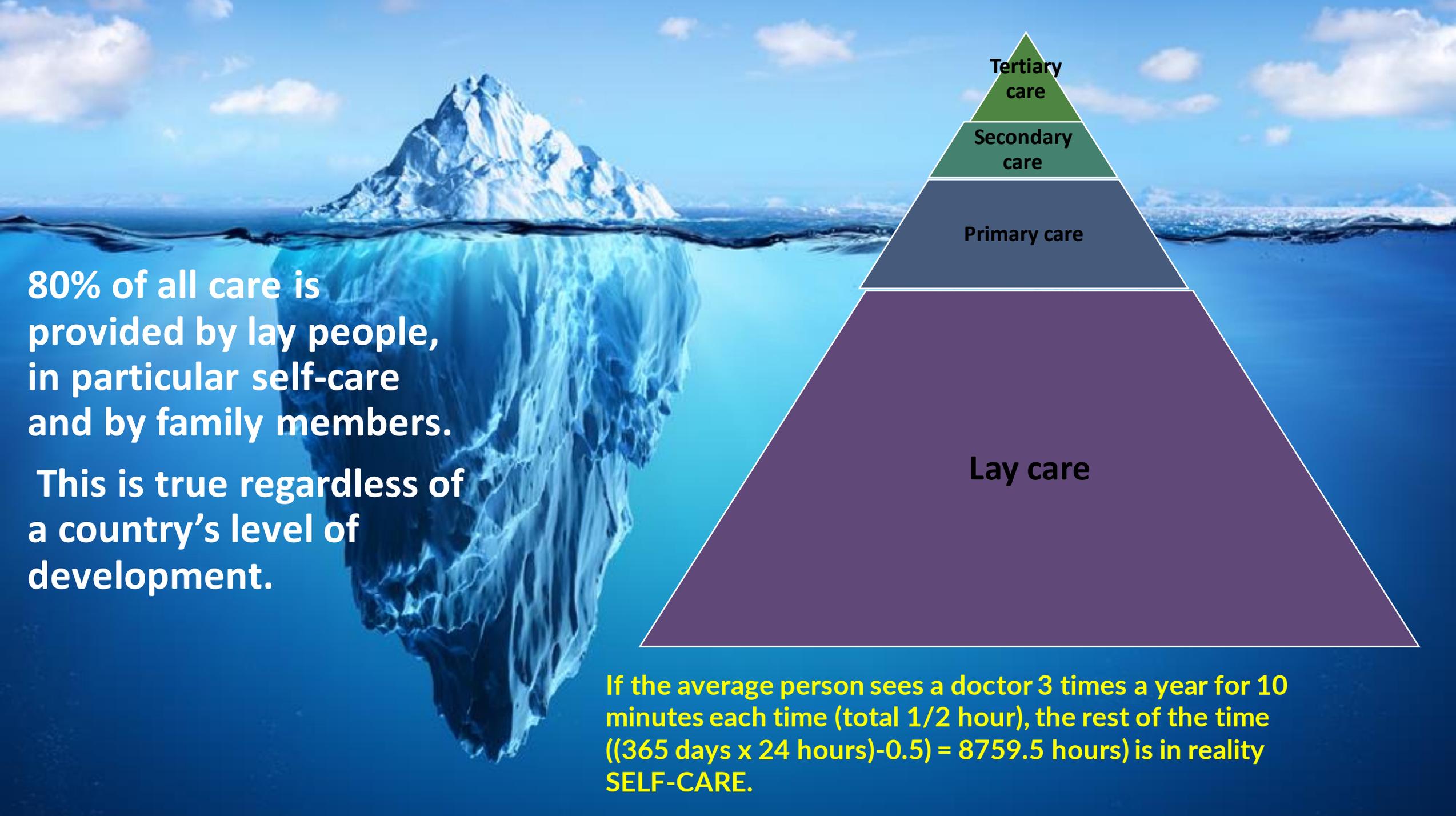
Include diagnosis and treatment of a health condition, and support in managing long-term healthcare (chronic conditions like diabetes.).

Secondary care: Specialized care. Often accessed by being referred by a primary care worker. It is usually provided in local hospitals/OPCs (e.g. Orthopaedics, cardiologists, urologists, dermatologists and other specialists).

Tertiary care: Highly specialized care. Often accessed by referral from secondary care. It is usually provided in national or regional hospitals (cancer management, neurosurgery, cardiac surgery, plastic surgery, treatment for severe burns, advanced neonatology services, palliative, and other complex medical and surgical interventions).

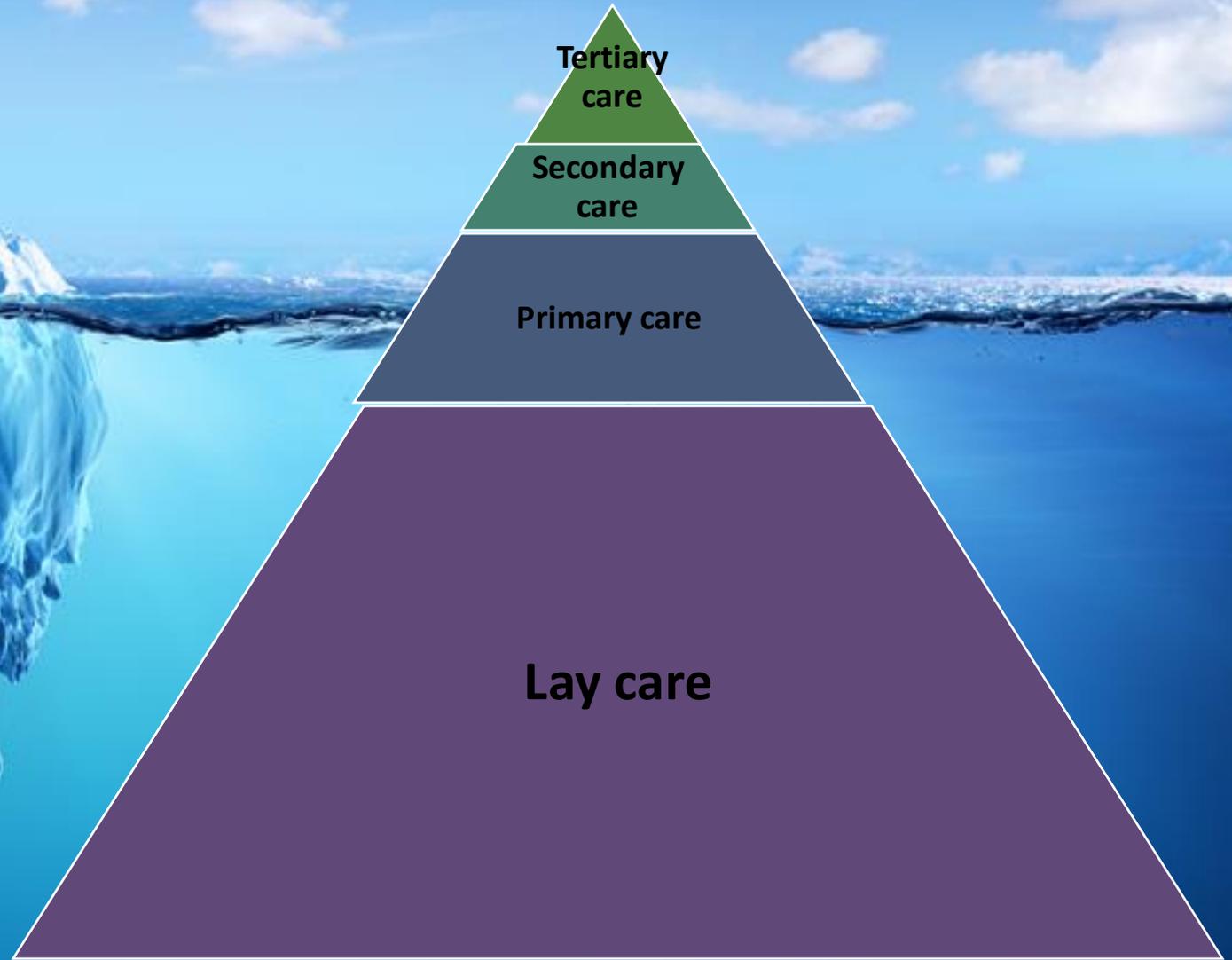
Notes:

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

An iceberg floating in the ocean. The tip of the iceberg is above the water, and the much larger part is submerged below the surface. To the right of the iceberg is a pyramid divided into four horizontal layers. The top layer is green and labeled 'Tertiary care'. The second layer is a darker green and labeled 'Secondary care'. The third layer is grey and labeled 'Primary care'. The bottom and largest layer is purple and labeled 'Lay care'. The background is a blue sky with white clouds and a blue sea.

80% of all care is provided by lay people, in particular 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

1. Providing information and advice

What action someone might take.
(e.g. encouraging or discouraging
someone to contact formal
services).

2. Practical assistance

(This one is the closest to
the services provided by
formal care)

3. Emotional support

Involves helping to *buffer adverse
life events that affect someone's
health, supporting change in
behaviour* (e.g. quit smoking), or
*assist in recovery and rehabilitation
after illness.*

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 with recognition at the end.	Carers get no or only unstructured training
The rewards	Carers are paid	Carers are not paid

To what extent can lay care be utilized?



Recent changes in caring obligations in most modern societies (nuclear families).

Larger number of elderly people living alone.

Greater geographical mobility separates family members.

These factors have led to more need for formal care

Types of Health Care Facilities

Agencies providing health care can be classified:



By type of ownership



By the duration of care



By the type of health care services they provide

(there are facilities that provide multiple types of services).

By type of ownership

The health care facilities are two categories **by ownership**:

❖ **For profit**

❖ **Not-for-profit**

For-profit facilities: are owned and run by organizations with shareholders e.g. private health sectors.

Not-for-profit (nonprofit) facilities owned and run by the public (a public entity such as government, or an agency of the government, such as a military hospitals or a specialized group, such as a religious organization or community association).

By the duration of care

A health care facility also is categorized as either an *outpatient* or *inpatient* facility.

Outpatient facilities provide only health care services, not longer than twenty-four hours.

Inpatient facilities are those that provide health care treatments and procedures, along with room, nourishment, and necessary services, to a patient who requires medically supervised care for at least twenty-four to forty-eight hours.

NOTE: In health care, there is a specific difference between date of service and twenty-four hours.

A date of service is a calendar day—12:00 a.m. to 11:59 p.m.—while twenty-four hours is exactly twenty-four consecutive hours.

In some cases, a patient may be kept in the facility for twenty-four hours and this actually represents two dates of service.



By the type of health care services they provide

Acute care:

- immediate and short-term care in an *inpatient setting* for diagnostic and therapeutic care.

Inpatient medical and surgical services may be administered for conditions, diseases, and injuries that need various types of care around the clock (twenty-four hours a day).

By the type of health care services they provide

Emergency Care:

are health care facilities that are open 24 hours a day/365 days a year to provide services to those who require immediate (unscheduled) medical attention based on a single situation or circumstance.

These facilities employ physicians and staff specially trained in emergency medicine or trauma medicine.

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

For example:

Psychiatric emergency (e.g. emotional crisis, severe shock).

Acute medical conditions (e.g., heart attack, labor and delivery);

Trauma care (e.g., injuries from a car accident; fall);

By the type of health care services they provide

- **Community or regional hospitals:**

are focused on providing services that are important to those in their patient population.

Whether large or small (measured by the number of beds), this facility will be licensed as an “acute care hospital,” and it will always include an emergency department.

By the type of health care services they provide

- **Medical specialty** focused on providing *specialized care in a certain field* (e.g., King Hussein Cancer Centre, Eye Specialty Hospital, AL-Amal Maternity Hospital, NCDEG etc.)
- **Teaching hospitals** are acute care facilities with a specific accreditation to provide medical education and training to the health care professionals of the future.
- Those are affiliated with an accredited medical school and are involved with the approved curriculum for these students (Jordan University Hospital (JUH) in Amman and King Abdullah Hospital (KAH) in Irbid).

By the type of health care services they provide

- **Military** hospitals provide health care and medical services to those individuals from military service. These facilities can be inpatient and outpatient services, extended (long-term) care, and rehabilitation care (e.g. Royal Medical services RMS).
- **Ambulatory Surgical Centers (ASC)** are free-standing facilities that provide surgical procedures on an outpatient basis only. ASCs are also known as same day surgery centers. e.g. Minor emergency clinics, Outpatient dialysis units. ميدانية.



By the type of health care services they provide



- **Research hospitals**

may be separate, free-standing organizations, or they may be a department or division within a teaching hospital. These facilities study methodologies for new vaccinations, new procedures or treatments, new surgical techniques, or new pharmaceuticals that may cure conditions.

By the type of health care services they provide

Physicians' offices are outpatient facilities that exist in a various number of sizes: solo practice, small group practice, or large group practice.

Physicians' offices may offer general services or specialized health care services, such as an endocrinologist, orthopedist, or urologist.

Clinics also known as *walk-in clinics*, free clinics, or urgent care centers, are outpatient facilities that provide a *limited scope* of services. (i.e. assessment and referral when needed)



By the type of health care services they provide

- **Home health agencies** organize clinicians, typically physicians, registered nurses, and licensed practical nurses to provide health care services in the patient's residence.



By the type of health care services they provide

Rehabilitation hospitals/centers

provide care to patients who have suffered some type of disability, either mental or physical, to support their recovery to a level of function and independence.

These facilities typically offer a variety of physical therapy, occupational therapy, and speech therapy services on either an inpatient or outpatient basis.

A rehabilitation center may be attached with an acute care hospital, teaching hospital, or a skilled nursing facility.



By the type of health care services they provide

- **Domiciliaries** provide patients who are independent with a place to live and be supervised, with limited health care support (such as medication management). The participants may be provided with a room in a group home or an individual apartment. ...دار، مسکن...



By the type of health care services they provide

- **Hospice** is a facility that delivers end-of-life care (also known as palliative care) to terminally ill patients in their own homes or in an inpatient hospice facility.

المستشفى الاستشاري
Istishari Hospital

HOME ABOUT US OUTPATIENT CLINICS ANCILLARY SERVICES MEDICAL SERVICES

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

Overview
Oncology
Hematology
Compassionate Support Team
Hospice and Palliative Care

Outpatient Clinics Contact
44 Al Kindi St. Amman, Jordan
Phone: +962 6 500 1024
+962 79 636 1177

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 support. The purpose of the hospice care is to help terminally ill patients and their families have peace, comfort and dignity. The caregivers try to control pain and other symptoms so a patient can remain as alert and comfortable as possible. The 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



King Hussein Cancer Foundation
King Hussein Cancer Center

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

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
Reassuring Pediatric Patients

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 tailored to each individual patient's needs.

management is to help patients feel comfortable while allowing them to make every effort is taken to alleviate patients of pain and discomfort at any



HOSPICE

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

Utilization of Health care services

- The need for health care services has actually expanded over recent decades and even centuries.
- Health care utilization: the way individuals use the resources of the health care industry.

Factors that affect Overall Health care utilization

1) factors that may decrease health services utilization

- Decreased supply (e.g., hospital closures, large numbers of physicians retiring)
- Public health and sanitation advances (e.g. quality standards for food and water distribution; reduced length of hospital stay)
- Better understanding of the risk factors of diseases and prevention initiatives (e.g., smoking prevention programs, cholesterol lowering drugs, encouraging self-care and healthy lifestyles)
- Discovery or use of treatments that cure or eliminate diseases
- Changes in consumer preferences (e.g. home birthing, more self-care, alternative medicine)

2. Factors that may increase health services utilization

- Increased supply (e.g., ambulatory surgery centers, assisted living residences)
- Growing population (e.g. more elderly population: more functional limitations associated with aging, more illness associated with aging)
- New procedures and technologies (e.g. hip replacement, stent insertion, MRI)
- New disease entities (e.g., HIV/AIDS, bioterrorism)
- New drugs, expanded use of existing drugs
- Increased health insurance coverage
- Changes in practice patterns (e.g. more effective services of the elderly)
- Changes in consumer preferences and demand (e.g. cosmetic surgery, hip and knee replacements, direct marketing of drugs)

Administration role!

- One of the responsibilities of healthcare administrator is to determine what types of services the population needs and will need.
- The first step is to look at *the population* for the given area.
- It is important to evaluate the population of the facility's *primary and secondary service areas*:
- 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.
- Understand Demographics (age, gender, culture) and Economics (Income, employment, education) of the primary service area to decide which health service is more suitable to provide.

THANK YOU

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

– JOEL FUHRMAN