

**Faculty of Medicine  
Mutah University  
2025**

# Overview

# HEALTHCARE ADMINISTRATION

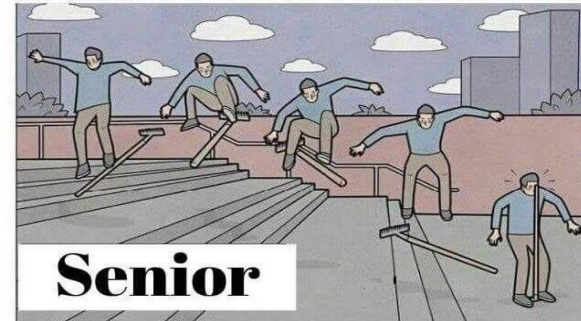
**Course title: Health Administration**

**Course code: 1506304**

**Credit hours: 1 hour**

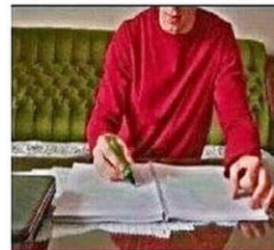


**Junior**

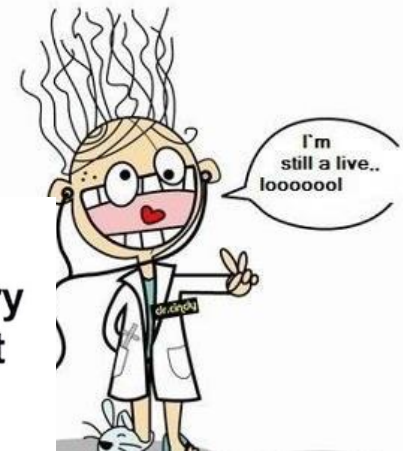


**Senior**

'Actually, it's a beautiful voice and a beautiful accent. The only problem is, I can't understand a word you're saying,' Trump said. 'But I just say this, good luck, live in peace.'



**Medical Student**



**Ordinary Student**



# Outline:

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



# Introduction

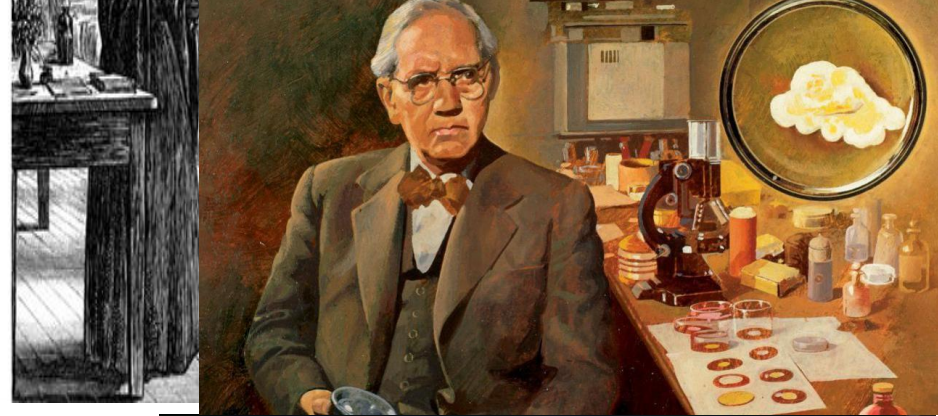
- Healthcare is one of the determinants of health.
- Healthcare organizations are complex and dynamic requiring effective administration and management.
- Administration and management of Healthcare are the backbone that supports the continuous delivery of patient care, operational management, and resource allocation within healthcare institutions.



# Brief history of HA

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- Before the 20th century, hospitals were less organized and less efficient than they are today.
- Advances such as anesthesia, modern surgery, and antibiotics revolutionized hospital roles in healthcare delivery.
- 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.**
- **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.

# Today's Health and Medical Administration Field

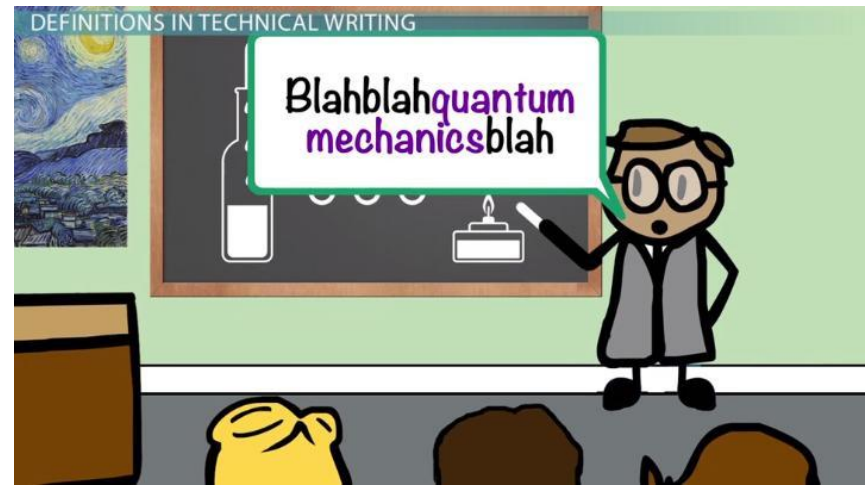
- **Government has taken on a larger role** in healthcare delivery.
- **Healthcare financing** has become more complex (private and public systems).
- **Rising healthcare costs.**
- **Changing patient expectations.**

# Definitions:

**Health system:** includes all organizations, resources, and activities 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.

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





# The six building blocks of a health system:



# The six building blocks of a health system:

Building Block	Description	Example
<b>Health Service Delivery</b>	Provision of effective, safe, and quality health interventions.	Hospitals, clinics, primary care centers.
<b>Health Workforce</b>	Competent, responsive, and fairly distributed health workers.	Doctors, nurses, community health workers.
<b>Health Information Systems</b>	Collection and use of reliable health data for decision-making.	Electronic Health Records (EHR), disease surveillance.
<b>Medical Products &amp; Technologies</b>	Access to safe, effective, and affordable health products.	Medicines, vaccines, diagnostic tools.
<b>Health Financing</b>	Adequate funding to ensure access to care without financial hardship.	Public funding, private insurance, out-of-pocket payments.
<b>Leadership &amp; Governance</b>	Guidance, policy-making, and regulation of the health system.	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.

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 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**



# Goals vs. Objectives

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





- **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?

# 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.



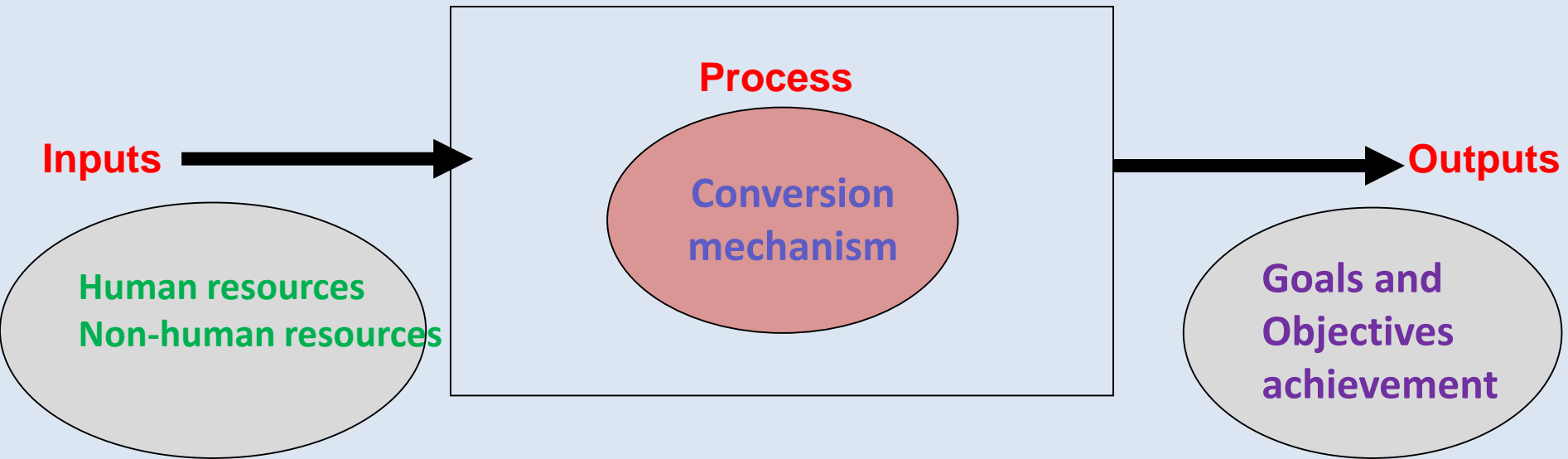


# Management

- 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:

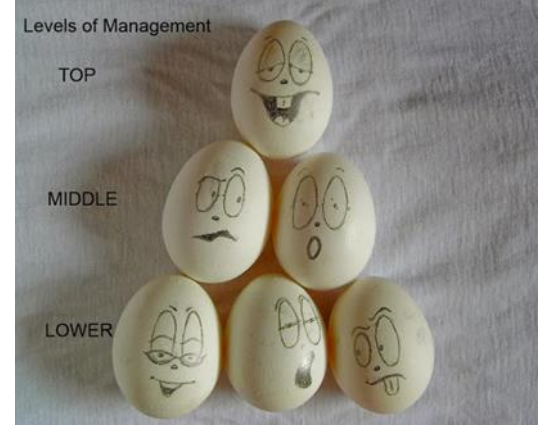




Aspect	Management	Administration
Nature	Executive/Doing Function: Focuses on executing tasks and implementing plans.	Decision-Making/Thinking Function: Focuses on setting goals, policies, and strategies.
Scope	Concerned with implementation of policies and <b>day-to-day operations</b> .	Concerned with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



# Levels of management



## 1. Top Level Management

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

- **Examples:**

- Board of Directors
- Chief Executive Officer (CEO)
- Chief Financial Officer (CFO)
- Chief Operating Officer (COO)

**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



## 2. Middle Level of Management

- The Middle level Management:
- **Role:** Executory level; bridges the gap between top-level and lower-level management.
- **Examples:**
  - Departmental Managers
  - Branch Managers
  - 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).
- Organize and supervise **departmental or divisional activities**.
- Inspire and motivate **junior managers** to improve efficiency.
- Responsible for **hiring and training** lower-level staff.

MIDDLE  
MANAGEMENT

PASSING THE  
WORK ON TO YOU



### 3. Lower Level of Management

- [The lower level Management](#) :
- **Role:** Supervisory or operative level; focuses on day-to-day operations.
- **Examples:**
  - Shift Boss
  - Head Nurse
  - Lab Technician
  - 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.

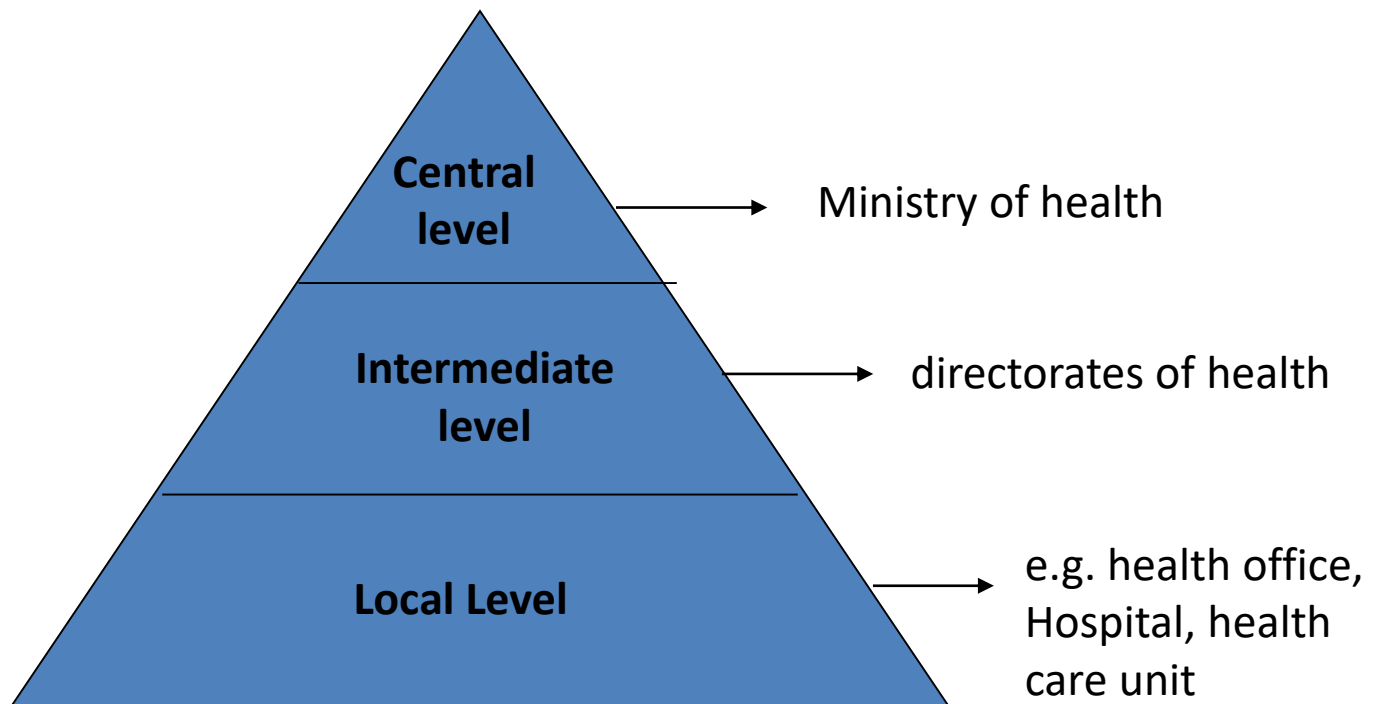


# In short:

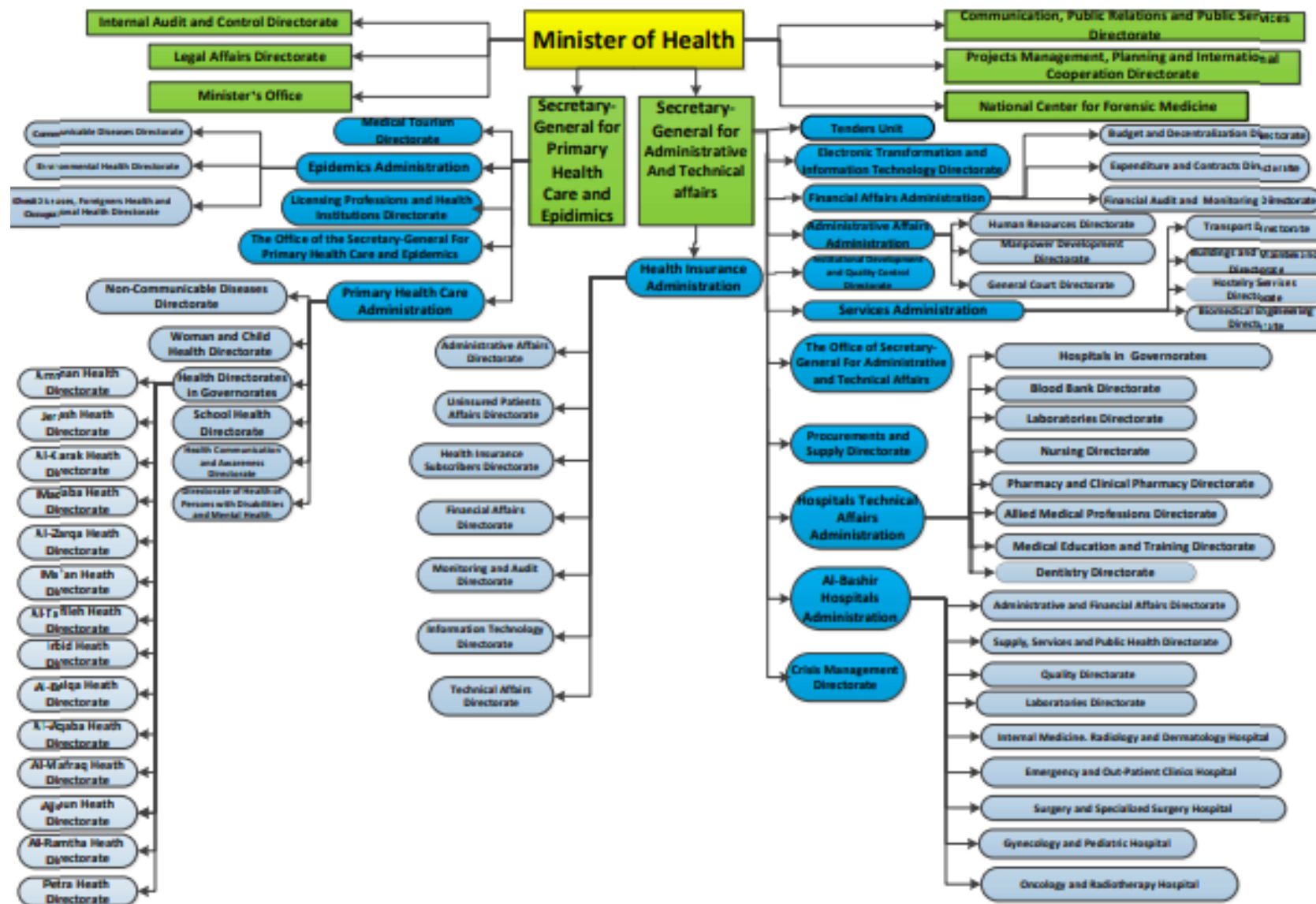
- **Top-Level:** Think **big picture**—setting goals and policies.
- **Middle-Level:** Focus on **execution**—translating top-level plans into actionable tasks.
- **Lower-Level:** Handle **daily operations**—supervising and guiding workers

# Levels of Administration

There are 3 levels of administration.



# In Jordan:



# Thank You

*to be continued...*