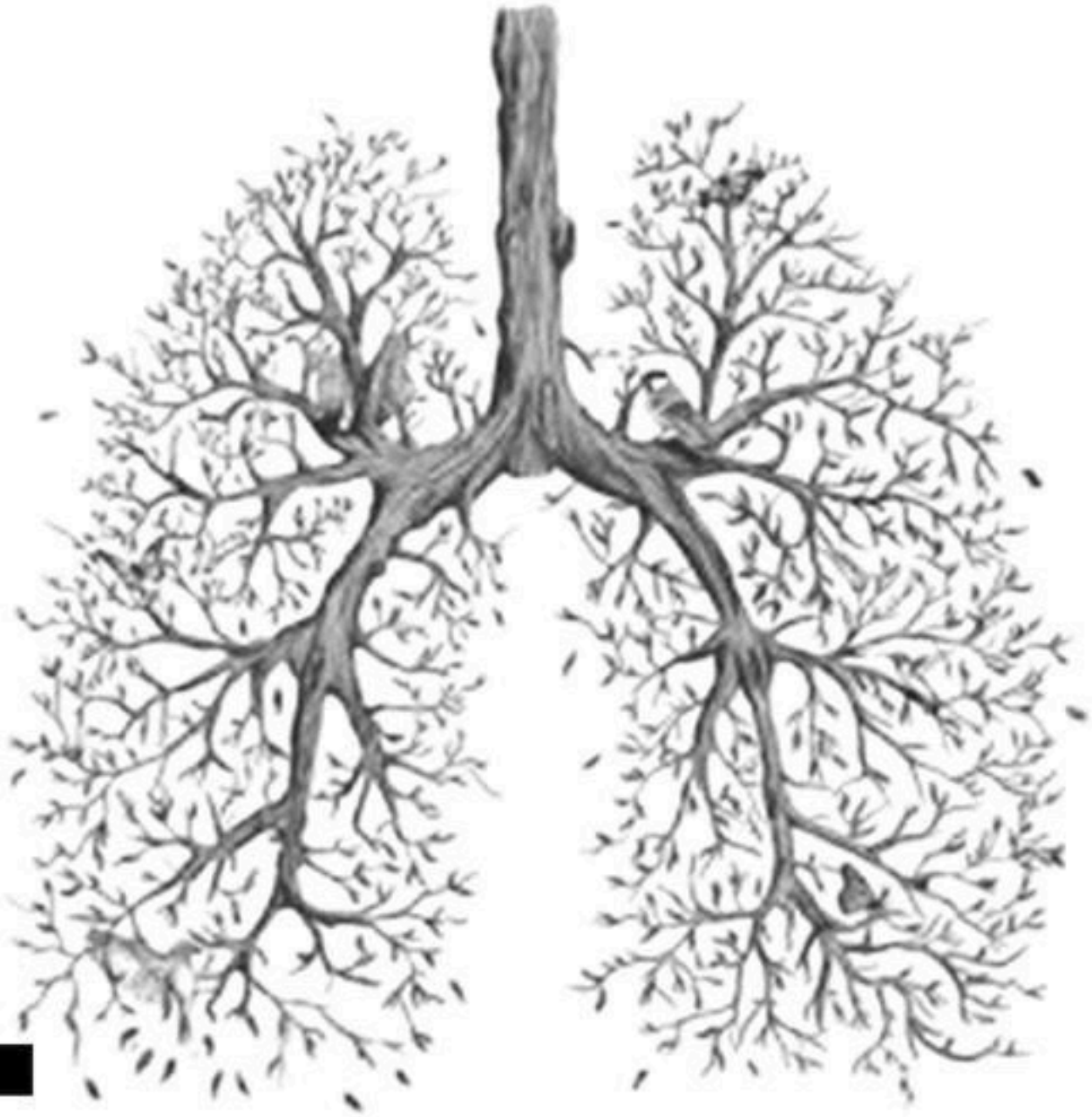By Mohamed F. Abu Alia

Medical Committee
The University of Jordan

Community
Medicine

Slides ■
Sheet ☐

Slide #: 5

Date:

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Health Care Management

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Community Health / First Semester 2014/2015

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Health Care Management

In the next four lectures you are going to get introduced to:

1. A **Health Care** System and its components (**Macro** level)

2. **Levels** of Health care, and the main **approaches** to health care provision, in addition to **Resources**, and **Financing**.

3. Introduction to Management in health care organizations (**Micro** level).

4. The Four **Functions** of Management: **Planning, Organizing, Leading and Controlling.**

What is a Health Care System?

What is **Health**?

The World Health Organization (WHO) defined health in 1946 as:

"Health is a state of complete physical, mental and social well-being and not merely the absence of disease or infirmity."

What is a Health Care System?

What is a System?

- System: "a set or arrangement of things connected or related to form a unity or organic whole".

- System: "a collection of components organized to accomplish a specific function or a set of functions".

✓ **The parts of a system can be referred to as its elements or components**

✓ **The environment of the system is defined as all of the factors that affect the system and are affected by it.**

What is a Health Care System?

- **A Health Care System**: "the complete network of agencies, facilities, and all providers of health care in a specified geographic area."

  (Mosby's Medical Dictionary, 8th edition. © 2009, Elsevier.)

What is a Health Care System?

- **health care system**: "an organized plan of health services."

- The term is usually used to refer to the system or program by which health care is made available to the population and financed by government, private enterprise, or both.

Health Care System

- Every country has a health care system, however fragmented it may be among different organizations or however unsystematically it may seem to operate.

- Integration and oversight do not determine the system, but they may greatly influence how well it performs.

Health Care Systems

- Health care systems are designed to meet the health care needs of target populations.

- In some countries, the health care system has evolved and has not been planned, whereas in others efforts have been made by governments, trade unions, charities, religious, or other coordinated bodies to deliver planned health care services targeted to the populations they serve.

Goals of a Health Care System

The **goals** for health systems, according to the World Health Report (WHO, 2000), are:

- Good health for the population

- Responsiveness to the needs and expectations of the population

- Fair financial contribution to the health care system

- Efficient to achieve the best outcomes possible given available resources and circumstances

What is a Health Care Delivery System?

Three major components that make up the Health Care Delivery System are:

1. Facilities

2. Practitioners

3. Entities

Facilities

- Hospitals: acute and sub-acute care, primary care, and tertiary care (medical education and complex cases)
- Health Centers or Ambulatory Surgery (out-patient)
- Physician offices (GP,s and specialists)
- Skilled Nursing Facilities
- Home Health Agencies: nursing care at home
- Freestanding Substance Abuse Facilities: inpatient
- Hospice: care for terminally ill patients
- End-stage Renal Disease Centers

Practitioners

Physicians

- Medical Doctors (MD's)

Nurses

- Nurse Practitioners
- Registered Nurse (RN)

Physician Assistants (Pas)
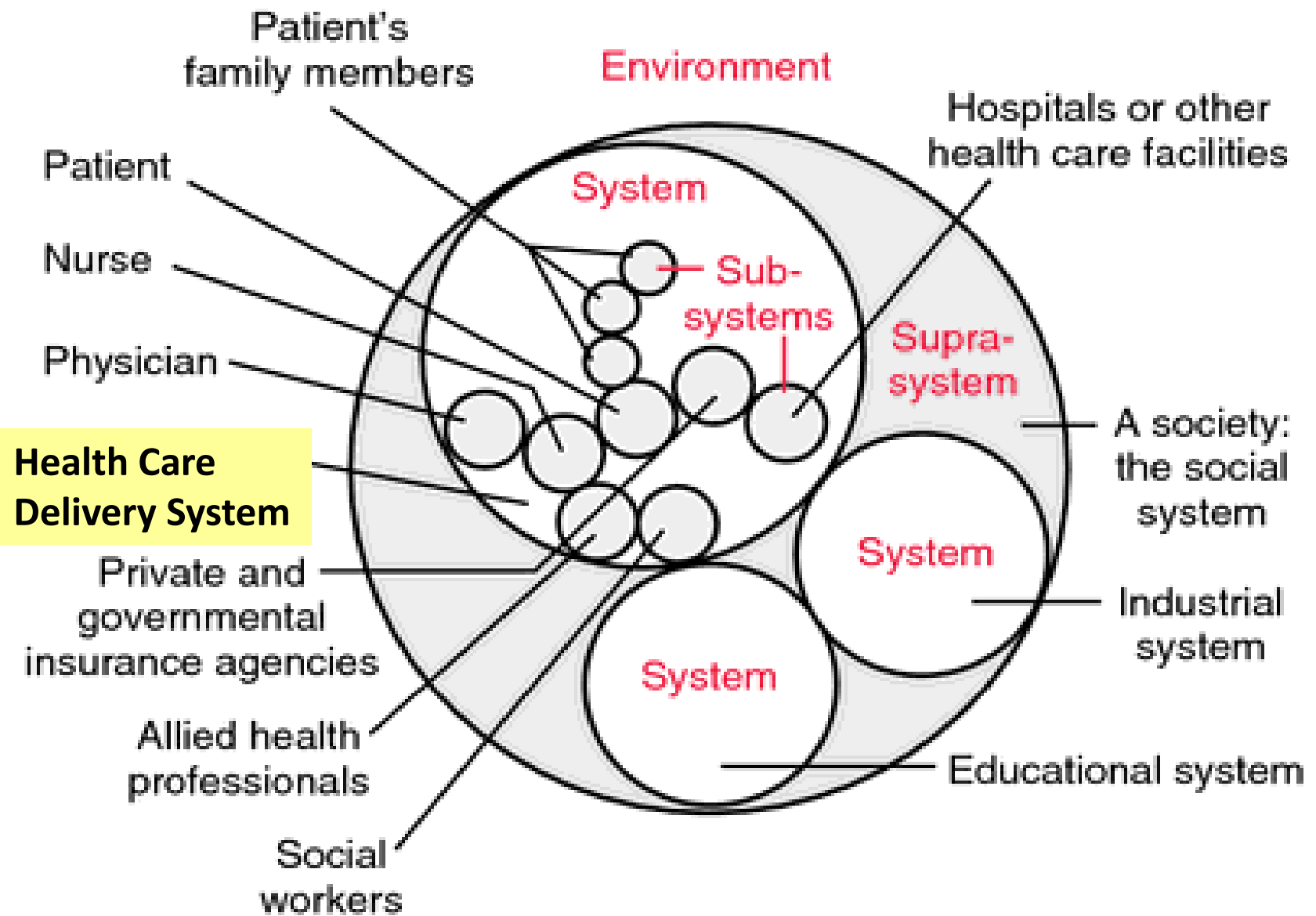
Therapists

- Physiotherapist (PT)
- Occupational therapist (OT)
- Speech therapist (ST)

Entities

Provide the **financial** and **regulatory** functions for the facilities and practitioners, e.g. government.

Governmental Health Care Functions:

1. Direct Services (hospitals, health care centers)
2. Financing
3. Information
4. Policy Setting

Patient's family members

Patient

Nurse

Physician

Health Care Delivery System

Private and governmental insurance agencies

Allied health professionals

Social workers

Environment

System

Sub-systems

Hospitals or other health care facilities

Supra-system

A society: the social system

System

Industrial system

System

Educational system

Elements of a health care system

One way to look at the HCS is by identifying **elements** of a health care system that embrace the following:

(1) **Personal health care services for individuals and families**, available at hospitals, clinics, neighborhood centers, and in physicians' offices, etc…… .

(2) **Public health services** needed to maintain a healthy environment, such as control of water and food supplies, regulation of drugs, and safety regulations.

(3) **Teaching and research activities** related to the prevention, detection, and treatment of disease.

(4) **Third party** (health insurance, pharmaceutical companies) of system services.

Key components of a well functioning health system

Health System Building Blocks

- The building blocks alone do not constitute a system, any more than a pile of bricks constitutes a functioning building.

- It is the multiple relationships and interactions (integration) among the blocks – how one affects and influences the others, and is in turn affected by them – that convert these blocks into a system.

Figure 1.2 The dynamic architecture and interconnectedness of the health system building blocks

Figure 1.1 The building blocks of the health system: aims and attributes (5)

The WHO Health System Framework

System Building Blocks

- SERVICE DELIVERY
- HEALTH WORKFORCE
- INFORMATION
- MEDICAL PRODUCTS, VACCINES & TECHNOLOGIES
- FINANCING
- LEADERSHIP / GOVERNANCE

ACCESS
COVERAGE

QUALITY
SAFETY

Overall Goals / Outcomes

- IMPROVED HEALTH (level and equity)
- RESPONSIVENESS
- SOCIAL & FINANCIAL RISK PROTECTION
- IMPROVED EFFICIENCY