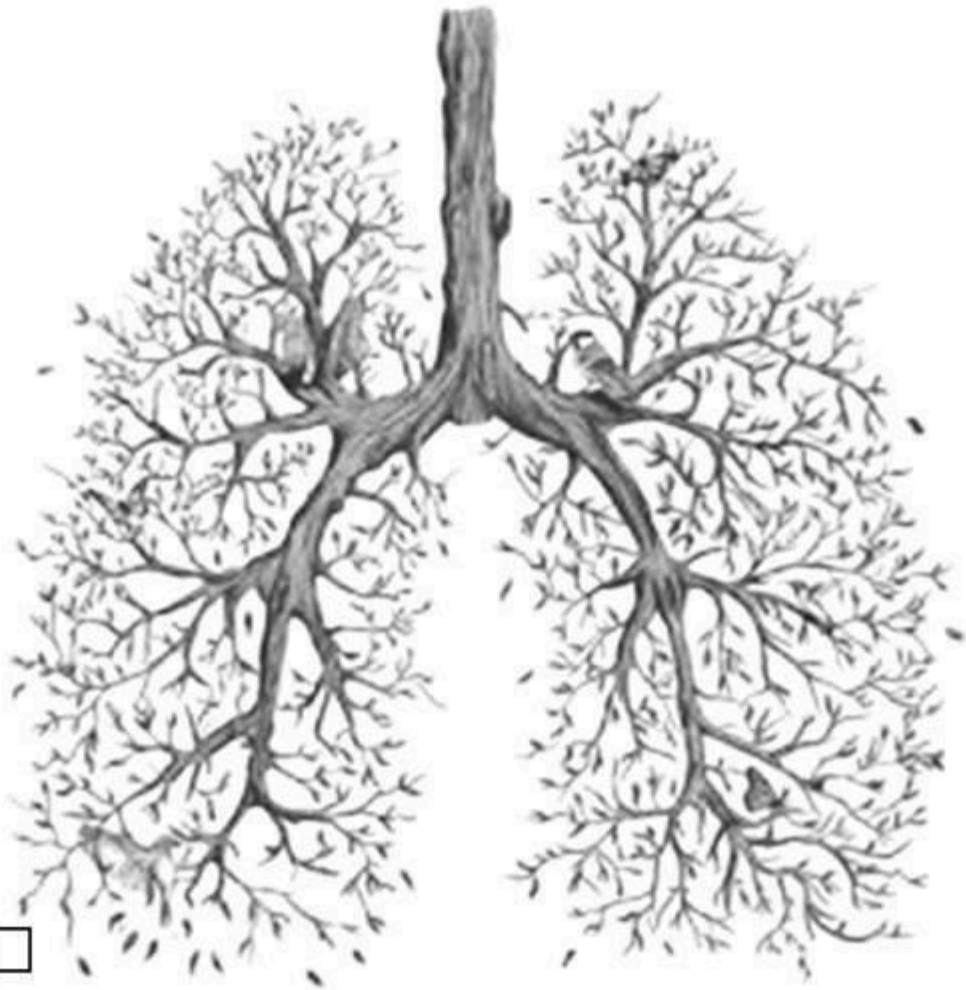


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# Community Medicine



Slides

Sheet

Lecture # 15

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## Health Care Management

### Health Care Systems

You may ask why health care management is included in your community health curriculum. This is because you , as future physicians are the ones that will provide the health services to the patient , you will be the one that will meet him and this role may be the last link in a long chain of the health care system . There must be a system that enables you to meet the patient and provide services to the him , there must be a system that is well constructed . This patient must have insurance, the hospital you treat him in, must be available, and the hospital already has facilities ,nurses, equipment, and medical records -which makes it possible for the patients to meet their doctors and get the services they need .

In the past, they thought that for a doctor to treat a patient , this only requires meeting between them , but this is wrong , there must be a whole system that maximizes the outcome and give the best services a patient may need .

Today we will talk about the health care system and its components .

In the coming two lectures , we will talk about how a health care system is established and organized in a country or a geographic area ( macro level ).

## What is Health?

Health doesn't just mean that you aren't sick. You may be unhealthy, without having a single physical disorder.

As defined by WHO (the World Health Organization) almost 70 years ago ( 1946 ):

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

You need to be healthy in ALL aspects of your life and personality.

You as a physician will diagnose if there is a disease or not , but who works in the public health care system aims to provide preventive services .The situation is more comprehensive in the public health care system ,as they aim to decrease diseases in the society , not just treating ill people .

So , The basis of public health system is to prevent diseases in all of their forms.

## What is a System?

**A system is a set or arrangement of things connected or related to form a unity or organic whole.**

We have a group of elements connected to each other in a certain way, to perform a single function, much like the systems in our body. That's why systems are also defined as **a collection of components organized to accomplish a specific function or a set of functions.**

Parts of a system are either referred to as:

- 1) Its elements
- 2) Or its components

Each system has an environment , The environment of the system, or of anything in the world, *is all the factors that affect the system or are affected by it.*

### What is a Health Care System?

**A health care system is “the complete network of agencies, facilities, and all providers of health care in a specified geographic area.”**

All the agencies or facilities related to the health care in a certain country or political ground are considered a part of its health care system.

Another definition for a Health Care System is: **an organized plan of health services.**

**The term health care system is usually used to refer to the system or program by which health care is made available to the population and financed ( where the money comes from ) by government, private enterprise, or both.**

There is nothing for free. If you have health insurance, you've already paid for your treatment ahead of time. If the government finances your treatment, they use the taxes paid by the people. Also, when you pay your collage fees , part of it will be for health insurance , and this is called "prepaid" .

☺ in Jordan , the health services are provided with the lowest price , even if you don't have an insurance , you can get the best services with the lowest price , better than America .

\*Finance issue is very important as the health care system needs a lot of money , and with development in technology ,it is becoming more expensive.

**Every country has a health care system**, regardless of how unorganized it is, or whether the connections between its components are clear or existent(even if the system has fragmented components). Integration (الترباط), the opposite of fragmentation, and oversight don't determine whether there is a health care system or not . The system is there , even if there isn't great integration or oversight, but integration and oversight do improve the system's quality.

### Why do we have health care systems?

To meet the health care needs of target populations

In some countries the health care system hasn't been planned and in others the health care system is very evolved and well planned . Many different parties, like governments, charities, trade unions, religious, or other coordinated bodies provide services aimed to specific people in the population. Like, in the case of companies providing their workers with health insurance to ensure that they stay capable of performing their jobs.

The beginning of the health care system in Europe was with the industrial revolution . A Trade Union of Workers was established to defend the rights of the workers and claim for a health insurance .

•**Very Important. (Most likely a question in the exam)**

### The Goals of a Health Care System: according to WHO.

1) **Good health for the population**

2) **Responsiveness to the needs and expectations of the population-**  
patients won't seek medical attention **العناية الطبية** if they feel their needs aren't fulfilled and that the service is of low quality (bad doctors, disrespect towards the patient,..etc)

3) **Fair financial contribution to the health care system-**

people have to pay in return for health insurance or health care services. But People who receive low incomes may be not able to afford paying for health insurance . The fair solution to this problem is to charge people by a percentage of their income rather than a determined amount , so those with high incomes pay more money, and those with low incomes pay less.

This all means, how much money a person should pay to receive health care, and this must be proportional to his income.

4) **Efficiency, to achieve the best outcomes possible given available resources and circumstances** – using the least resources and the available ones to produce the best results and outcomes, and lessening the waste.

### What is a Health Care Delivery System?

It is when the doctor sees the patient and deliver the services to him.  
There are many steps you have to go through to reach this stage, as we

mentioned in the beginning. Such as the availability of health insurance, the hospital, health care workers, equipment ...etc.

The three main components of a health care delivery system are: (*important in exam*)

- 1) **Facilities**
- 2) **Practitioners**
- 3) **Entities**

### Facilities.

Facilities come in many different forms. The biggest category is hospitals ( inpatient ) or outpatient clinics. Hospitals also have different levels, based on where you live. There are small hospitals or large, referral, tertiary hospitals (like the University Hospital in Amman or the King AbdAllah hospital which is a referral hospital for all of North Jordan) that deals with complicated cases .

- ❖ The most basic type of health care facilities, are **health care centers or ambulatory surgery** العيادات الخارجية ( where they don't need to stay in the hospital). It is opposite to in-patients.  
\*\* the doctor said that this point must come first , not like the arrangement in the slides .
- ❖ Next , there are **acute and sub-acute hospitals**, which are the ordinary hospitals. If your situation isn't acute, you can simply go to the closest doctor or health care center. If a patient can't be treated at a health care center, he is referred to one of these hospitals.
- ❖ Next, there are the **tertiary, or referral**, hospitals we discussed initially. These hospitals are usually *associated with medical*

*schools*, so they have highly specialized physicians, a well equipped staff, and good service. It is for complex cases

❖ Another type, are the **private physicians' offices**. Which are the special clinics that doctors may have .

❖ **Skilled Nursing Facilities**.

This type of facility is *not very widely spread in Jordan* but found more in America as the Cost of hospitals are too expensive . These are pricey facilities, yet they are cheaper than hospitals and are for patients who need to be watched and whose cases need to be followed for a long time and don't have relatives who care for them. They are like little hotels for patients. They have a doctor, as a supervisor, and nurses to watch the patients. These are the **Skilled Nursing Facilities**.

❖ The **Home Health Agencies** provide their customers with nurses who pass by the patients house ( once a day , twice a day ... )and make sure they take their medications and are following their proper treatment. This is good because the patient will have a lower risk of getting infection from the dangerous microorganisms he's exposed to in hospitals , which are very resistant and very difficult to treat with antibiotics .

❖ **Freestanding Substance Abuse facilities** are for patients that have certain unhealthy addictions.

❖ **Hospice facilities** are for terminally ill patients living on breathing tubes or life support. They are more like hotels than hospitals and are for patients who need long stays.

❖ **End-stage renal disease centers**– provide care to patients with serious kidney complications, like kidney failure which requires dialysis.



## Practitioners

- Physicians: Medical doctors
- Nurses: 1) **Nurse Practitioners**-have basic training and can help the doctor around a little.  
2) **Registered Nurses**- have a bachelor's degree in nursing.
- Physician's Assistants(Pas)- sometimes considered, as they are a less expensive alternative to physicians
- Therapists: 1) Physiotherapists  
2) Occupational therapists  
3) Speech therapists

## Entities:

Provide the financial and regulatory functions for the facilities and practitioners, the most important is the government

Governmental Health Care Functions:

1. Direct Services (opening hospitals, health care centers that belongs to the government )
2. Financing
3. Information
4. Policy Setting ( putting laws and policies for regulation )

•Slide #15 shows a diagram of a health care system, which the doctor said to take a look at ourselves.

**Elements of a Health Care system.** (You don't need to know details, just the main idea of each point ( the words in bold :)

- 1) **Personal health care services for individuals and families**–this is when the patient meets the doctor, one-to-one ( **personal**)
- 2) **Public health services**– The services, like sewer treatment, which help prevent disease to the general population.
- 3) **Teaching and research activities**–such as medical education and any health related research.
- 4) **Third party**– such as health insurance and pharmaceutical companies.

Now, the last and most important thing is:

**The Health System Building Blocks: ( V.imp for exam )**

These components on their own have no value, until you arrange them in a certain way. Only relationships and interactions between these components produce a valuable system, These are very important and a question will definitely be brought on this topic.

The six building blocks are:

- 1) Governance : Supervision and Administration
- 2) Information :the government is a big part of it
- 3) Financing : where the money come from
- 4) Service delivery–our jobs as doctors
- 5) Human resources : all people working in the health care system ( doctors , nurses and administers )
- 6) Medicines and technology

\*The picture on the last slide shows the relationship between the building blocks of a health care system and its goals.

- One a side note: The doctor mentioned that the slides were more than enough, as a resource of study, and that she would not bring any questions from material that wasn't mentioned in them.