

## Component 2: The Culture of Healthcare

### 3.1: Unit 3: Health Care Settings- Where Care is Delivered

#### 3.1 d: Hospital Departments and Their Functions (nonclinical)

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## Hospital Departments and Their Functions

- Departments in a hospital and their functions
  - Human Resources
  - Business Office
  - Materials/purchasing
  - Health Information Management
  - Information Technology
  - Environmental services
  - Facilities management

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## Hospital Departments and Their Functions (cont'd)

- Materials management
- Admissions/patient administration
- Quality assurance
- Disaster preparedness

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## Human Resources

- **Personnel Overview-** Director, employee relations manager, labor relations manager, wage and salary administrator, training manager, benefits manager, employee services, job analyst, and personnel clerk,
- **Functions and Responsibilities-** job analysis and job descriptions, planning of staffing levels, manpower plans and policies, performance evaluation, employment functions (screening and selection), orientation and induction, benefits administration, personnel training and development, evaluation and motivation of work force, labor relations, health and safety responsibility, personnel policies

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## Business Office

- **Personnel Overview-** Director, billing clerk, accounting clerks, financial counselor, collections clerk, insurance specialist, comptroller
- **Description of Functions-** financial counseling, financial assistance program, bill patients for services rendered, cashier, contact insurance companies, accounts payable, accounts receivable, asset management, generate accounting and financial reports

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## Materials/Purchasing

- **Personnel Overview-** Director, supervisor of materials management, supervisor of purchasing, materials management techs, and purchasing specialists
- **Description of Functions-** receive requisitions, order materials through standard processes, receive materials, and distribute materials to departments

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## Health Information Management

- **Personnel Overview-** Director, technician, clinical data specialist, clinical coding specialist, DRG coordinator, APC coordinator, medical transcriptionist, cancer registrar, Him compliance specialist, optical imaging coordinator
- **Description of Functions-** implementing and monitoring HIM systems, policies, and procedures, educating employees, enforcing confidentiality, information security, information storage and retrieval, and record retention policies.

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## Information Technology

- **Personnel Overview-** Director, clinical project manager, clinical analyst, clinical applications coordinator, data quality manager, data resource administrator, decision support analyst, health information services department technician, enterprise applications specialist, integration architect, health systems specialist, systems analyst, information security manager, records and information coordinator
- **Description of Functions-** oversee all aspects of the hospital computer systems and the infrastructure of the health information system including the computer network, databases, programming, applications, network security and administration, database administration and the telecom system.

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## Environmental Services

- **Personnel Overview-** director, section supervisors, housekeepers, custodians
- **Description of Functions-** cleaning and disinfecting all areas of the facility, discharge unit cleaning, carpet and upholstery maintenance, window cleaning or monitoring of contracted services, pest control, monitor contract for waste removal services, including infectious waste and chemotherapy waste, room setups in conference rooms and auditoriums, furniture relocation, laundry, plant care

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## Facilities Management

- **Personnel Overview-** director, biomed equipment technicians, craftsmen such as electricians, plumbers, HVAC technicians, etc., food service workers, laundry service workers
- **Description of Functions-** facilities engineering, construction management, building and equipment maintenance, grounds maintenance, security, fire safety, environmental safety, general safety, clinical engineering, medical equipment management, energy management, technology evaluation and acquisition, space management, renovation and remodeling, facilities planning, and compliance management

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## Materials Management

- **Personnel Overview-** Director, purchasing specialist, receiving workers, account payable specialist, inventory and distribution specialists.
- **Description of Functions-** the management and control of goods, services, and equipment from acquisition to disposition– including purchasing, receiving, supply, storage, and distribution

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## Admissions/Patient Administration

- **Personnel Overview-** Director, patient admission specialists
- **Description of Functions-** preadmission registration, preadmission testing, advanced admission booking, operating room scheduling, financial interviewing, birth certificate preparation, death certificate preparation, patient admission, bed assignment, patient escorting, maintenance of liaison with physicians' offices, generation of information to other hospital departments, emergency department and outpatient registration functions, processing of consent forms for treatment and special procedures, preparation of daily census and other reports, review of hospital admission designations, review of length of stay, acceptance of hospital deposits for patients without insurance, preparation of identification bracelets

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## Quality Assurance

- **Personnel Overview-** Director, case management, infection control practitioner, patient relations specialist, risk manager, peer review specialist
- **Description of Functions-** reporting on selected hospital core measures to JCAHO, reporting and processing claims, identifying risks, loss prevention or reduction, negotiation of settlement of claims, management of litigation, performance improvement, performing quality checks, generating infection control reports, investigating outbreaks, identify indications for intervention, assess functionality after intervention, analyze bad treatment outcomes, and identify quality improvement opportunities.

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## Emergency Management/Disaster Preparedness

- **Personnel Overview-** Director, emergency management specialist
- **Description of Functions-** prepare, modify, implement, and review plans for internal (fire, utility failure) and external disasters (natural, bioterrorism, mass casualty) addresses 4 phases of emergency management activities—mitigation, preparedness, response, and recovery, hazard vulnerability analysis, and training staff.

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