

## Component 2: The Culture of Health Care

### Unit 3: Health Care Settings— The Places Where Care Is Delivered

#### Lecture 4

This material was developed by Oregon Health & Science University, funded by the Department of Health and Human Services, Office of the National Coordinator for Health Information Technology under Award Number U24OC000015.

---

---

---

---

---

---

---

---

### Objective of This Lecture

- Review the functions of the nonclinical departments in a hospital
  - Business
  - Employment
  - Facility
  - Community functions
- “Nonclinical” means not directly involved with patient care

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

2

---

---

---

---

---

---

---

---

### Human Resources (HR)

- Day-to-day employment and staffing functions
  - Recruitment, selection, on-boarding, training
  - Compensation and employee benefit management
  - Employee motivation and morale-building
  - Employee relations
  - Career development—reviews and promotions
  - Compliance with local, state, and federal labor laws

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

3

---

---

---

---

---

---

---

---

## Human Resources (cont'd.)

- Strategic talent management
  - Organizational design and development
  - Change management
  - Performance reviews and behavior management

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

4

---

---

---

---

---

---

---

---

## Business Office

- Daily finance functions
- Patient accounts
  - Posting
  - Billing
  - Receipts and collections
  - Financial counseling
  - Financial assistance
- Accounts payable
- Payroll

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

5

---

---

---

---

---

---

---

---

## Marketing and Public Relations

- Marketing: controlled messaging
  - Advertising
  - Publications
- Public relations: perception management
  - Special events
  - Community outreach and education
  - Media relations
- Research and communication planning

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

6

---

---

---

---

---

---

---

---

## Development Office or Hospital Foundation

- Solicits charitable donations to not-for-profit organizations established within the hospital
- Annual giving
- Memorial giving
- Naming opportunities
- Estate planning

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

7

---

---

---

---

---

---

---

---

## Materials/Purchasing

- Vendor management
  - Identify suppliers
  - Negotiate prices and contracts
- Purchasing
- Receiving
- Centralized storage
- Distribution and stocking

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

8

---

---

---

---

---

---

---

---

## Admissions Department

- Coordinates process of admitting patients into the hospital
- Confirms patient eligibility for admission
  - Direct admission by physician order
  - Admission from the emergency department
  - Transfer from another hospital or emergency department
- Arranges admission to a specific department or to a hospitalist (a physician who specializes in hospital care)
- Collects vital patient information for patient chart, and for billing and insurance
- Obtains patient consent for treatment
- Assists patient with obtaining insurance pre-authorization
- Coordinates patient discharge and hospital transfers

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

9

---

---

---

---

---

---

---

---

## Health Information Management

- Maintains patient charts
- Coordinates authorization for copying and release of health information
- Safeguards privacy of medical information

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

10

---

---

---

---

---

---

---

---

## Information Technology

- Maintains the computer systems that handle patient and employee information
- Designs and implements departmental and hospital computer networks
- Fixes network, software, and equipment problems
- Determines when upgrades are needed and oversees implementation
- Ensures security and compliance with privacy laws

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

11

---

---

---

---

---

---

---

---

## Facilities Management

- Maintains hospital buildings and internal systems
  - Heating, ventilation, and air conditioning
  - Utilities
  - Telecommunications
  - Clinical engineering equipment
- Plans infrastructure upgrades and improvements
- Plans efficiency improvements/"green" initiatives
- Responsible for safety, durability, and regulatory compliance

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

12

---

---

---

---

---

---

---

---

## Communication Technology

- Telephone communications
- Paging systems
- Emergency dispatch
- Alarm systems
- Intercom systems

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

13

---

---

---

---

---

---

---

---

## Environmental Services

- Ensures a safe and sanitary hospital environment
- Controls solid, liquid, biohazardous, and radioactive wastes
- Handles daily and periodic cleaning tasks
- Maintains hospital grounds
- Contributes to good patient outcomes as well as patient and employee satisfaction

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

14

---

---

---

---

---

---

---

---

## Quality Assurance

- Works to improve patient safety and reduce medical errors
- Ensures that treatment procedures are in line with the latest medical research
- Verifies and oversees renewal of staff credentials
- Reports hospital's progress to quality-assurance organizations

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

15

---

---

---

---

---

---

---

---

## Emergency Management/ Disaster Preparedness

- Often an interdepartmental committee, or managed by emergency department
- Develops a framework for working with first responders and government authorities to provide disaster relief
- External disasters
  - Mass casualty incidents
  - Civil disturbances
  - Extreme weather
  - Power outages
  - Evacuation of nearby hospital

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

16

---

---

---

---

---

---

---

---

## Emergency Management/ Disaster Preparedness (cont'd)

- Internal disasters
  - Fires, explosions, and hazardous material spills
  - Loss of essential environmental or medical services
  - Violence, hostage situations, or infant abduction

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

17

---

---

---

---

---

---

---

---

## Volunteer Services

- Coordinates and manages recruitment of volunteers
- Assigns volunteers to appropriate departments
- Provides orientation and training
- Offers CPR\* classes, flu shots, and health examinations

\*Cardiopulmonary resuscitation

Component 2/Unit 3-4

Health IT Workforce Curriculum  
Version 2.0/Spring 2011

18

---

---

---

---

---

---

---

---

## Summary

- Hospitals have numerous nonclinical support departments
- In general, these departments come under 4 categories:
  - Employment
  - Business
  - Facility
  - Community relations

---

---

---

---

---

---

---

---