

Organizational Structure of a Hospital

OBJECTIVES/RATIONALE

Every hospital, large or small, has an organizational structure that allows for the efficient management of departments. The student will identify the levels of management and describe the activities and concerns of specific departments within each level.

TEKS: 121.2. (c) (6) (A-C)

TAKS ELA 1, 3, 4, 5, 6

KEY POINTS

POWER POINT

- I. Importance of Understanding Organizational Structure of Hospital
 - A. facilitates the understanding of the hospital's chain of command
 - B. shows which individual or department is accountable for each area of the hospital
- II. Complexity of Organizational Structure Depends on Size of Healthcare Facility; large acute care hospitals have complicated structures, whereas, the smaller institutions have a much simpler organizational structure
- III. Grouping of Hospital Departments Within the Organizational Structure
 - A. Although each hospital department performs specific functions, departments are generally grouped according to similarity of duties.
 - B. Departments are also grouped together in order to promote efficiency of the healthcare facility.
 - C. Common organizational categories might include:
 1. Administration Services (often referred to simply as "administration")
 2. Informational Services
 3. Therapeutic Services
 4. Diagnostic Services
 5. Support Services (sometimes referred to as "Environmental Services")
- IV. **Administration Services**—business people who "run" the hospital
 - A. Hospital Administrators
 1. manage and oversee the operation of departments
 - a. oversee budgeting and finance
 - b. establish hospital policies and procedures
 - c. perform public relation duties
 2. generally include: Hospital President, Vice Presidents, Executive Assistants, Department Heads
- V. **Informational Services**—documents and process information
 - A. Admissions-often the public's first contact with hospital personnel
 1. checks patients into hospital
 - a. responsibilities include: obtaining vital information (patient's full name, address, phone number, admitting doctor, admitting diagnosis, social security number, date of birth, all insurance information)
 - b. frequently, admissions will assign in-house patients their hospital room

- B. Billing and Collection Departments - responsible for billing patients for services rendered
- C. Medical Records - responsible for maintaining copies of all patient records
- D. Information Systems - responsible for computers and hospital network
- E. Health Education - responsible for staff and patient health-related education
- F. Human Resources - responsible for recruiting/ hiring employees and employee benefits

VI. **Therapeutic Services** – provides treatment to patients

- A. includes the following departments:
 - 1. Physical Therapy (PT)
 - a. provide treatment to improve large-muscle mobility and prevent or limit permanent disability
 - b. treatments may include: exercise, massage, hydrotherapy, ultrasound, electrical stimulation, heat application
 - 2. Occupational Therapy (OT)
 - a. goal of treatment is to help patient regain fine motor skills so that they can function independently at home and work
 - b. treatments might include: arts and crafts that help with hand-eye coordination, games and recreation to help patients develop balance and coordination, social activities to assist patient's with emotional health
 - 3. Speech/Language Pathology
 - a. identify, evaluate, and treat patients with speech and language disorders
 - b. also help patients cope with problems created by speech impairments
 - 4. Respiratory Therapy (RT)
 - a. treat patient's with heart and lung diseases
 - b. treatment might include: oxygen, medications, breathing exercises
 - 5. Medical Psychology
 - a. concerned with mental well-being of patients
 - b. treatments might include: talk therapy, behavior modification, muscle relaxation, medications, group therapy, recreational therapies (art, music, dance)
 - 6. Social Services
 - a. aid patients by referring them to community resources for living assistance (housing, medical, mental, financial)
 - b. social worker specialties include: child welfare, geriatrics, family, correctional (jail)
 - 7. Pharmacy
 - a. dispense medications per written orders of physician, dentists, etc.
 - b. provide information on drugs and correct ways to use them
 - c. ensure drug compatibility
 - 8. Dietary - responsible for helping patients maintain nutritionally sound diets
 - 9. Sports Medicine
 - a. provide rehabilitative services to athletes
 - b. teaches proper nutrition
 - c. prescribe exercises to increase strength and flexibility or correct weaknesses
 - d. apply tape or padding to protect body parts
 - e. administer first aid for sports injuries
 - 10. Nursing (RN, LVN, LPN)
 - a. provide care for patients as directed by physicians

- b. many nursing specialties include: nurse practitioner, labor and delivery nurse, neonatal nurse, emergency room nurse, nurse midwife, surgical nurse, nurse anesthetist
- c. In some facilities, *Nursing* is a service in and of itself.

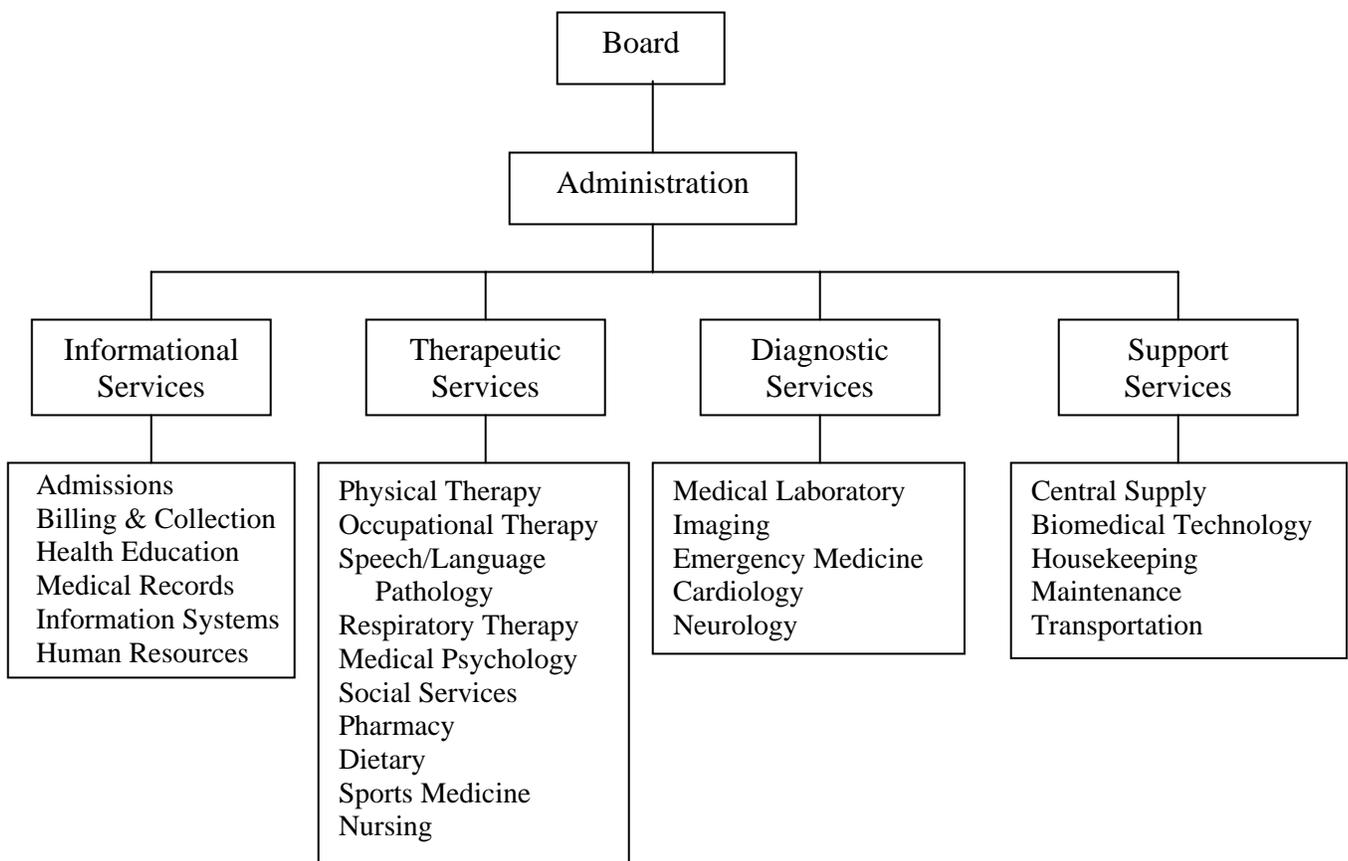
VII. Diagnostic Services – determines cause(s) of illness or injury

- A. includes the following departments:
 - 1. Medical Laboratory (MT) - studies body tissues to determine abnormalities
 - 2. Imaging
 - a. image body parts to determine lesions and abnormalities
 - b. includes the following: Diagnostic Radiology, MRI, CT, Ultra Sound
 - 3. Emergency Medicine - provides emergency diagnoses and treatment

VIII. Support Services—provides support to entire hospital

- A. includes the following departments:
 - 1. Central Supply
 - a. in charge of ordering, receiving, stocking and distributing all equipment and supplies used by healthcare facility
 - b. sterilize instruments or supplies
 - c. clean and maintain hospital linen and patient gowns
 - 2. Biomedical Technology
 - a. design and build biomedical equipment (engineers)
 - b. diagnose and repair defective equipment (biomedical technicians)
 - c. provide preventative maintenance to all hospital equipment (biomedical technicians)
 - d. pilot use of medical equipment to other hospital employees (biomedical technicians)
 - 3. Housekeeping and Maintenance
 - a. maintain safe clean environment
 - b. cleaners, electricians, carpenters, gardeners

IX. Traditional Organizational Chart:



ACTIVITIES

- I. Prepare and present a “symbolic drawing” of the organizational structure of a hospital—Group Activity. (See **Teacher Instructions**)
- II. Complete the **Four Corners of Practice** Activity.

MATERIALS NEEDED

Teacher Instructions for *Symbolic Drawing of Organizational Structure of Hospital*

Colored Markers

Butcher paper (approximately 3’x 2’) or poster board

Pyramid of Organizational Structure of a Hospital

H.O.T. Jobs

Key for Quiz

Reinforcement Activity Sheets

excellent student sites for health occupations:

<http://www.etxahec.org/hcp/hotjobs.htm>

<http://www.caahep.org/programs/profiles.htm>

<http://www.bls.gov/oco/home.htm>

ASSESSMENT

Successful completion of Quiz.

ACCOMMODATIONS

For reinforcement, the student will select and outline health professions from each service. Use *Reinforcement Activity Sheet*.

For enrichment, the student will interview department heads in hospital system to determine role in structure of hospital. Present findings using multimedia.

REFLECTIONS

Activity Sheets

Administrative Health Occupation



Occupation:

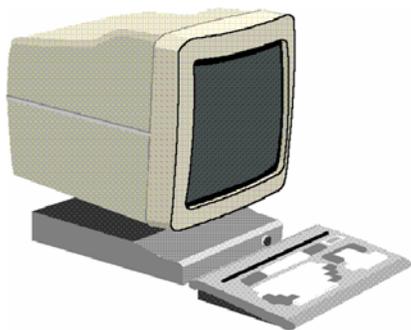
Nature of Work:

Training and Education:

Job Outlook:

Annual Earnings:

Informational Health Occupation



Occupation:

Nature of Work:

Training and Education:

Job Outlook:

Annual Earnings:

Therapeutic Health Occupation



Occupation:

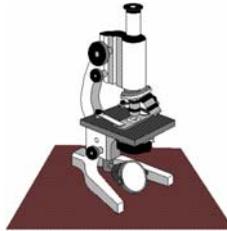
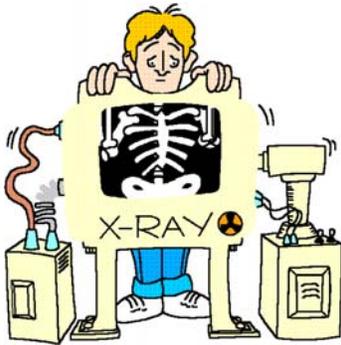
Nature of Work:

Training and Education:

Job Outlook:

Annual Earnings:

Diagnostic Health Occupation



Occupation:

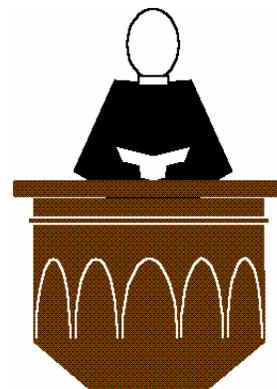
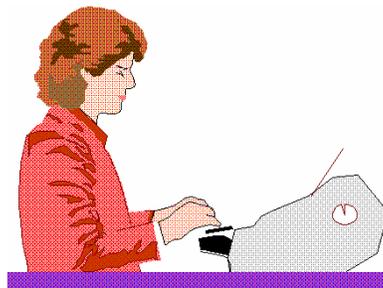
Nature of Work:

Training and Education:

Job Outlook:

Annual Earnings:

Support Services/Environmental Health Occupation



Occupation:

Nature of Work:

Training and Education:

Job Outlook:

Annual Earnings:

Teacher Instructions:

Symbolic Drawing of Organizational Structure of Hospital

Materials:

colored markers or colored pencils
white butcher paper (3 x 2') or poster board

Goals:

-promotes team work
-encourages students to execute logic and problem solving skills
-makes use of collective innovative thought and creativity

Steps:

1. Using the *Organizational Structure Pyramid*, show the students how a hospital's organizational structure can be demonstrated in a non-traditional way. (I usually draw a replica of the pyramid on the board for the entire class to view.)
2. Discuss the hierarchy of the structure and its relationship to occupational status, length of training, annual income, etc.
3. Divide students into groups of 4 to 5.
4. Each group gets a piece of butcher paper and colored markers.
5. Instruct the students to think of a symbolic way in which to represent the organizational structure of the hospital. Here is a simplistic example to get them thinking:

tree in a field:	ground represents support services
	trunk of tree represents administration services
	sun in sky represents information services
	main branches represent diagnostic services
	leaves represent various therapeutic services

6. Each department and service should be labeled.
7. Tell students that they must be able to explain why they think their drawing symbolically represents each service.

See Power Point for examples

Four Corners of Practice

Teacher Instructions

1. Students are seated in groups of four. On a large sheet of paper (like butcher paper) have the students:
 - a. Write personal information on each corner: name, career choice, education necessary, expected job description (what would happen during an ordinary day at work.)
 - b. Discuss the four individuals represented on the corners of their paper, and then invent a patient scenario in which each could be professionally involved.
 - c. Compose a story about the patient in which they can each attend in the roles they have chosen for themselves. This story should tell how each professional would care for the patient and the implications of the situation to each of them.
2. Students will prepare posters or PowerPoint presentations to illustrate the teamwork
3. Students will present their work to classmates

Key for Quiz:

Organizational Structure of Hospital

1. a

2. a

3. d

4. c

5. d

6. a

7. c

8. e

9. c

10. d

Organizational Structure of Hospital Pyramid

