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Overview of Hospital Management

Medical care

is a programme of services that should be available to the individual, and thereby to the community, all facilities of medical and services necessary to promote and maintain health of mind and body. This programme should take into account the physical, social and family environment, with a view to the prevention of disease, the restoration of health and the alleviation of disability.

Definition of Management

Management means the planning, staffing, regulating, monitoring and controlling of the health care services of an organization (Hospitals, Clinics or simply rehabilitations centers).

Hospital Management is a term very broad in scope and may be defined from different aspects. It mainly relates to management of all aspects of a hospital; a coordination of all elements of a hospital.

Hospital management is the process of designing and maintaining an environment in which individuals, working together in groups, efficiently accomplish selected aims

Hospital management allows us the ability to optimize and digitize all the processes within the institution, which will help to improve customer service, reduce process costs for patients, doctors, etc. thus, having a database of each module implemented.

Hospital Management System (HMS) is a system for managing the hospital functions as medical, financial, administrative and the corresponding processing of services and events. It has different modules such as adding new doctors, and managing appointments. It is a web-based powerful hospital management system.

Definition of Hospital

The hospital is an integral part of a social and medical organization, the function of which is to provide for the population complete health care, both curative and preventive and outpatient services; the hospital is also a center for the training of health worker and for biosocial research .

Importance of hospitals mainly is the presentation of acute services such as an emergency department or specialist trauma center, burn unit, surgery, or urgent care. These may then be backed up by more specialist units such as cardiology or coronary care unit, intensive care unit, neurology, cancer center, and obstetrics and gynecology. The largest department in any hospital is nursing, followed by the dietary department and housekeeping.

Types of Hospitals

Hospitals are classified as

- General Medical Hospitals
- Surgical Hospitals.
- Specialty Hospitals.
- Teaching Hospitals : A teaching hospital combines assistance to people with teaching to medical students and nurses.

Characteristics of modern Hospital

- 1- Modern Hospitals have rapidly grown in response to the increasing population.
- 2- Modern Hospitals are specialized hospital rather than general hospital
- 3- Modern Hospitals are placing more emphasis on quality
- 4- Modern Hospitals are managed by trained and qualified hospital managers.

Hospital Services

Medical Services: Medical services are the main service of most general hospitals.

- Surgical Services: Surgical services are the most spectacularly visible function of the hospital.
- Obstetrical Services.
- Anesthesiology Services.
- Laboratory Services.
- Paediatric Services.

- Radiology Services.
- Outpatient Department.

Hospital Equipments

Medical Equipments All Hospitals Need are:

Hospital Stretchers: Transporting patients is very important when dealing with emergencies.

- Defibrillators.
- Anesthesia Machines.
- Patient Monitors.
- Sterilizers.
- ECG Machines.
- Surgical Tables.
- Blanket and Fluid Warmers.

Feature and function of Hospital Management

1- Hospital Management covers a large number of activities having different functions

2- The service of the hospital is focused on the individual rendered by professionals from the medical, nursing and other specialized backgrounds

3- Hospital service requires extensive coordination of efforts and demands

4- Hospital must have the highly responsibility for the health needs and expectations of the community

5- Hospital service is unique as no two situations are similar

6- Hospital work being urgent in nature and cannot be postponed or interrupted, work goes on for 24x7x30x365 days

Hospital management function process :

IT is a discipline system that consists of a set of five general functions : planning, organizing, staffing, Directing and controlling. These five functions are part of a body of practices and theories on how to be a successful manager.

1-Planning:

Objectives of the individual and organization

Priorities of objectives of the hospital

Define the organization mission and vision

SWOT analysis

Policy and strategy of the hospital

Rules and procedures of hospital work

Various health programs of the hospital

2-Organizing:

Span of control

Delegation of authority

Use of staff and service groups

Formal and Informal groups of hospital

Integration of structural activities

3-Staffing:

Developing

Acquiring

Developmental schemes of hospital in relation to human resource

Maintenance of staff

Utilization of staff and staff relationships

Rewarding

4-Directing:

Leading the staff

Motivating the staff

Communication channels and methods

Job satisfaction

Job enrichment and job enlargement schemes

Supervising of staff

5- Controlling:

Establishing standards of performance

Methods of measurement of performance

Comparison of performance with standards

Improving rate of return on investment

Developing effective budgeting

Employing better cost control and quality control

Coordinating

Synergy among different units of the hospital

The combined and coordinated efforts make one plus one eleven

Decision-Making Process

Decision-making :

The mental processes (cognitive process) resulting in the selection of a course of action among several alternative scenarios. Every Decision-making process produces a final choice. The output can be an action or an opinion of choice.

The decision-making process is a step-by-step process allowing professionals to solve problems by weighing evidence, examining alternatives, and choosing a path from there. This defined process also provides an opportunity, at the end, to review whether the decision was the right one.

Types of management Decision

- 1-Personal and organization decision (group)
- 2-Basic and routine decisions
- 3-Programmed and non- Programmed decisions

Decision-making process steps

Though there are many slight variations of the decision-making framework in leadership presentations, professionals most commonly use these seven steps.

7 Steps of the Decision-Making Process

- 1. Identify the decision.**
- 2. Gather relevant info.**
- 3. Identify the alternatives.**
- 4. Weigh the evidence.**
- 5. Choose among the alternatives.**
- 6. Take action.**
- 7. Review your decision**

1. Identify the decision

To make a decision, you must first identify the problem you need to solve or the question you need to answer. Clearly define your decision. If you misidentify the problem to solve, or if the problem you've chosen is too broad, you'll knock the decision train off the track before it even leaves the station.

If you need to achieve a specific goal from your decision, make it measurable and timely so you know for certain that you met the goal at the end of the process.

2. Gather relevant information

Once you have identified your decision, it's time to gather the information relevant to that choice. Do an internal assessment, seeing where your organization has succeeded and failed in areas related to your decision. Also, seek information from external sources, including studies, market research, and, in some cases, evaluation from paid consultants. you can easily become bogged down by too much information—facts and statistics that seem applicable to your situation might only complicate the process.

3. Identify the alternatives

With relevant information now , identify possible solutions to your problem. There is usually more than one option to consider when trying to meet a goal—for example, if your company is trying to gain more engagement on social media, your alternatives could include paid social advertisements, a change in your organic social media strategy, or a combination of the two.

4. Weigh the evidence

Once you have identified multiple alternatives, weigh the evidence for or against alternatives. See what companies have done in the past to succeed in these areas, and take a good hard look at your own organization's wins

and losses. Identify potential pitfalls for each of your alternatives, and weigh those against the possible rewards.

5. Choose among alternatives

Here is the part of the decision-making process where you know to make the decision. Hopefully, you've identified and clarified what decision needs to be made, gathered all relevant information, and developed and considered the potential paths to take. You are perfectly prepared to choose the best choice.

6. Take action

Once the subject had made the decision, action it! Develop a plan to make the decision tangible and achievable. Develop a project plan related to the decision.

7. Review your decision

After a predetermined amount of time—which you defined in step one of the decision-making process—Review your decision. Did you solve the problem? Did you answer the question? Did you meet your goals?

If so, take note of what worked for future reference. If not, learn from your mistakes as you begin the decision-making process again.

Problem Solving

Being able to make decisions is an important skill, but to complement it, leadership needs to solve problems

The measure of success is not whether you have a tough problem to deal with, but whether it is the same problem you had last year.

If you can't solve problems, you can't move towards the vision.

Whenever there is a problem, you should implement the following steps:

- **Identify the problem.** First, you need to recognize there's a problem and stop avoiding it. You must then identify exactly what the issue is and define it clearly.
- **Structure the problem.** It's a good idea to observe the issue and carefully dissect it into smaller pieces. For example, if customer complaints are about ineffective customer service, pay attention to how the system works and identify the different elements creating the bigger issue.
- **Look for solutions.** Once you are aware of the different components, you can start looking for solutions to each problem. Remember to use people's expertise and don't be afraid to ask other people for opinions.
- **Make a decision.** After you have solutions available, pick the ones you think are the best. Think about the bigger picture. While some solutions might provide quick fixes, they might be costlier and so on. Weigh in these elements and choose the best for the organization and for the mission you are achieving.

- **Implement your solution and monitor progress.** Create a clear plan of action for implementation and start monitoring the effectiveness of your solution.

Strategic thinking

Perhaps one of the most essential leadership skills is strategic thinking. Strategic thinking is often considered as a skill only a selected few possess, but it can be learned and developed. What is strategic thinking? It's essentially the ability to have a long-term vision combined with short-term actions. It uses problem solving and decision making to get from point A to point B without harming the objectives along the way.

Improving your strategic thinking isn't difficult. The strategies to apply it can also be used during all sorts of activities, both in private and business lives. Development of a strategy consists of:

- **Realizing where you are.** You need to start by analyzing and understanding your current position.
- **Identifying the position, you want to be.** The next step is about imagining the position you should be at any particular time. You want to be detailed on what the ideal position looks like and identify the positions you definitely need to avoid.
- **Considering the essential elements in that position.** Identify the key elements that matter in the future or the current position. These could be things such as the organization's values or growth figures.

- **Creating an action plan between the current and the future.** Your next step is about working out the steps and actions that need to be taken between ‘now’ and ‘then’ to guarantee success. Think in terms of actions, but also intermediate milestones that help measure success.

LEADERSHIP



Definition

Leadership is A process in which an individual influences a group of individuals to achieve a common goal and directs the organization in a way that makes it more cohesive and coherent

- *Leadership is the behavior of an individual when he is directing the activities of a group toward a shared goal.*

Note that all the definitions have a couple of processes in common:

- A person influences others through social influence, not power, Leadership is a process of social influence, which maximizes the efforts of others, towards the achievement of a goal
- Leadership requires others, who are not necessarily direct-reports, to get something achieved .

Importance of leadership

- ***Provides a vision*** – Leadership should always start with a vision towards which the organization moves. No organization or team can survive without a clear idea of where it wants to be and what it wants to achieve.
- ***Shows direction*** – The vision provides the organization with a direction towards action
- ***Initiates action*** – The above two help initiate movement, as leadership generates a roadmap of actions for achieving the goals. Sometimes leadership's influence is about directing people towards action, but sometimes the understanding of the vision can help people take action on their own.
- ***Supplies guidance*** – Not only does leadership help start action, but it also creates an environment of support. It instructs the subordinates towards the right direction and explains the actions that are needed.
- ***Sets out organizational culture*** – Leadership also provides organizations with a culture, which is important to ensuring there is coherence across the organization. It ensures employees and customers alike know what they are getting when they are dealing with the hospital.
- ***Builds up confidence*** – leadership is able to generate more confidence within a team. For subordinates, having a person to

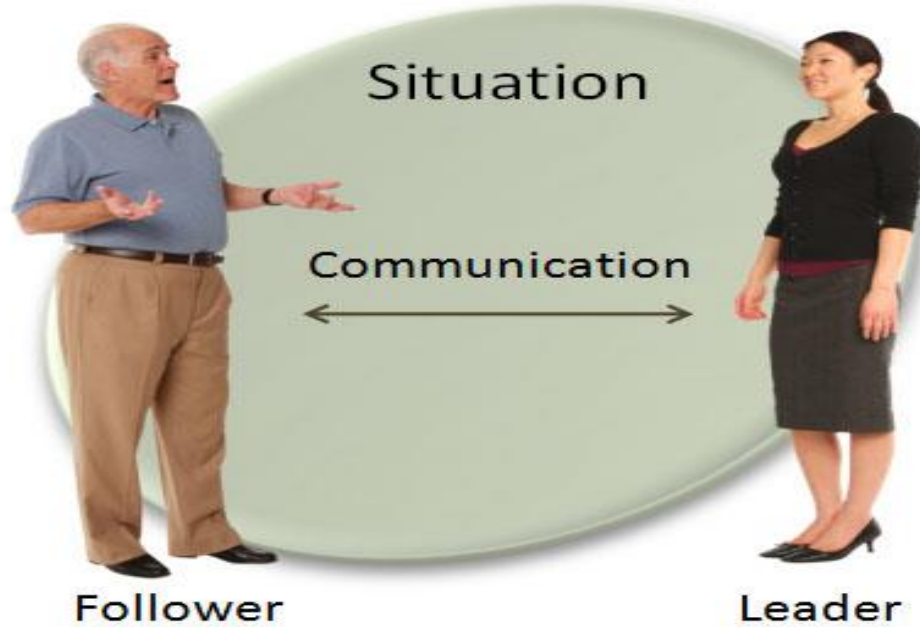
guide, explain and support you through the process can be a crucial part of succeeding.

- ***Grants motivation*** – Leadership always provides different ways of motivating, but leadership tends to generate an environment of reward, whether financial or non-financial.
- ***Attracts talent*** – Today's world is all about the knowledge worker. Today's employee is not just looking to perform tasks; they want to put their own skills to good use and to develop their abilities further. The employee is essentially often looking for a challenge and appreciation. Leadership, through its vision and motivational nature, can better attract the right talent to the organization, which in turn will enhance its success rate.

Factors of Leadership

There are four primary factors of leadership

Factors of Leadership



1- Leader

You must have an honest understanding of who you are, what you know, and what you can do. Also, note that the followers not the leader or someone else who determines if the leader is successful. If they do not trust or lack confidence in their leader, then they will be uninspired. To be successful you have to convince your followers, not yourself or your superiors that you are worthy of being followed.

2- Followers

- Different people require different styles of leadership. For example, a new hire requires more supervision than an

experienced employee does. A person who lacks motivation requires a different approach than one with a high degree of motivation. You must know your people! The fundamental starting point is having a good understanding of human nature, such as needs, emotions, and motivation. You must come to know your employees' *be*, *know*, and *do* attributes.

What makes a person want to follow a leader?

- People want to be guided by leaders they respect and who have a clear sense of direction. To gain respect, they must be ethical. A sense of direction is achieved by conveying a strong vision of the future.
- Self-serving leaders are not as effective because their employees only obey them, not follow them. They succeed in many areas because they present a good image to their seniors... but at the expense of their workers.

3- Communication

communication lead through two-ways

Much of it is nonverbal and verbal communication. What and how you communicate either builds or harms the relationship between you and your followers.

4- Situation

- All situations are different. What you do in one situation will not always work in another. You must use your judgment to decide the best course of action and the leadership style needed for each situation. For example, you may need to

confront an employee for inappropriate behavior, but if the confrontation is too late or too early, too harsh or too weak, then the results may prove ineffective.

Forces affecting the four factors.

- 1-your relationship with your seniors
- 2-the skills of your followers
- 3-the informal leaders within the organization
- 4-how your organization is organized

Principles of Leadership

- 1-Know yourself and seek self-improvement - In order to know yourself, you have to understand your *be*, *know*, and *do*, attributes. Seeking self-improvement means continually strengthening your attributes. This can be accomplished through self-study, formal classes, reflection, and interacting with others.

- 2-Be technically proficient - As a leader, you must know your job and have a solid familiarity with your employees' tasks.

- 3-Seek responsibility and take responsibility for your actions - Search for ways to guide your organization to new heights. And when things go wrong, as they often tend to do sooner or later — do not blame others. Analyze the situation, take corrective action, and move on to the next challenge.

4- Use good problem solving, decision making, and planning tools.

5-Be a good role model for your employees. They must not only hear what they are expected to do, but also see.

6-Know your people and look out for their well-being - Know human nature and the importance of sincerely caring for your workers.

7-Keep your workers informed - Know how to communicate with not only them, but also seniors and other key people.

8-Develop a sense of responsibility in your workers - Help to develop good character traits that will help them carry out their professional responsibilities.

9-Ensure that tasks are understood, supervised, and accomplished - Communication is the key to this responsibility.

10- Train as a team

11-Use the full capabilities of your organization - By developing a team spirit, you will be able to employ your organization, department, section, etc. to its fullest capabilities.

LEADERSHIP SKILLS

Leadership is all about attracting people to your vision and getting the team to perform tasks that bring the organization closer to the goals. Without the skills to interact, work and guide other people, the leadership is doomed to fall apart.

Although there is a lot of talk about things such as emotional intelligence, people skills essentially boil down to a few basic interactions leaders need to excel in.

The core elements for improving leader people skills are:

- **Learning how to delegate.** Leaders have to be able to share responsibility, find the right people for specific tasks, motivate and guide people through the process.
- **Knowing how to give and receive feedback.** Leadership requires plenty of feedback, occasionally going in both directions: to and from the leader. It's vital to know how to provide constructive feedback that will improve performance and help with achieving the objectives.
- **Understanding behavior.** This is similar to emotional intelligence, in a sense that leaders need to be able to read the reasons behind people's actions. It's crucial to understand what emotions can tell you and how to direct behavior into something more positive.
- **Being able to work as a team.** While leadership is often about leading others, there are still plenty of elements of co-operation. Leaders must be able to work also as part of a team, not just be good at taking charge.
- **Communication Skill**

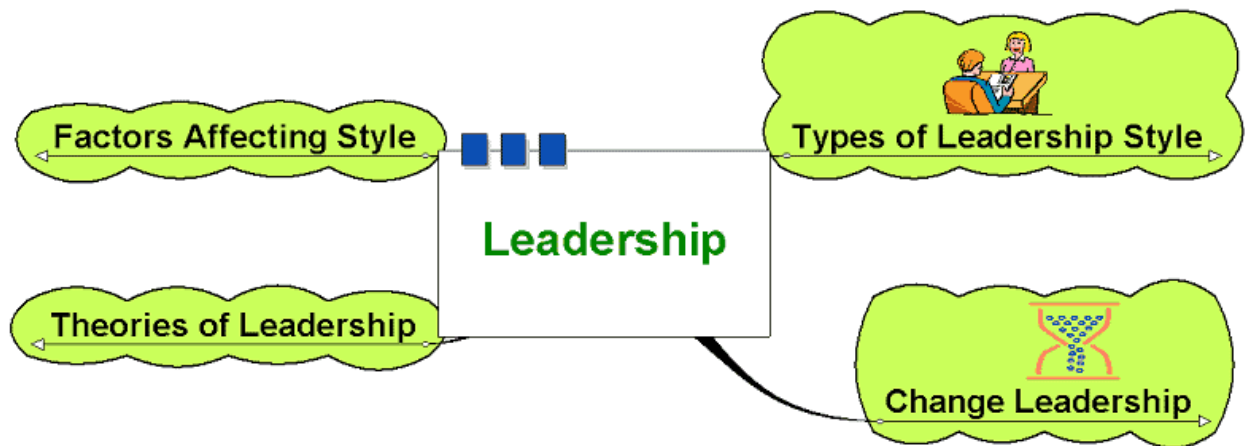
Related to people skills is the skill of communication. Leaders must be able to convince and inspire others with their message. Communication is also much more than the ability to talk in an inspiring way.

Communication is built through the ability to listen, to negotiate and by creating meaningful connections.

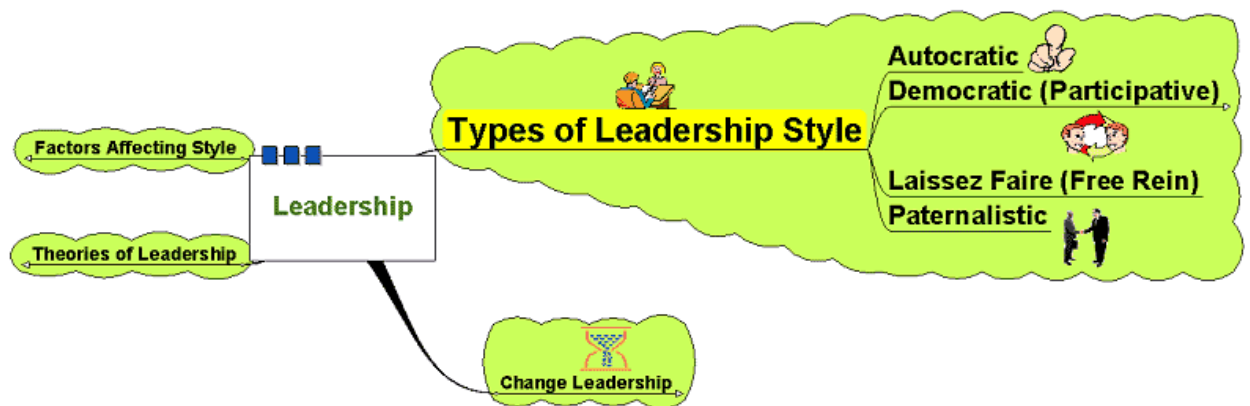
The Most Important Keys for Effective Leadership

- Trust and confidence in top leadership was the single most reliable predictor of employee satisfaction in an organization.
- Effective communication by leadership in three critical areas was the key to winning organizational trust and confidence:
 - Helping employees understand the hospital overall strategy.
 - Helping employees understand how they contribute to achieving key objectives.
 - Sharing information with employees on both how the hospital is doing

Theories and Style of Leadership



Types of Leadership Style



Types of Leadership Style:

- **Autocratic:**
 - Leader makes decisions without reference to anyone else
 - High degree of dependency on the leader
 - Can create de-motivation and alienation of staff
 - May be valuable in some types of business where decisions need to be made quickly and decisively

- **Democratic:**
 - Encourage decision making from different perspectives – leadership may be emphasised throughout the organisation
 - **Consultative:** process of consultation before decisions are taken
 - **Persuasive:** Leader takes decision and seeks to persuade others that the decision is correct
 - May help motivation and involvement
 - Workers feel ownership of the firm and its ideas
 - Improves the sharing of ideas and experiences within the business
 - Can delay decision making

- **Paternalistic:**
 - Leader acts as a ‘father figure’
 - Paternalistic leader makes decision but may consult
 - Believes in the need to support staff

Factors Affecting Style :

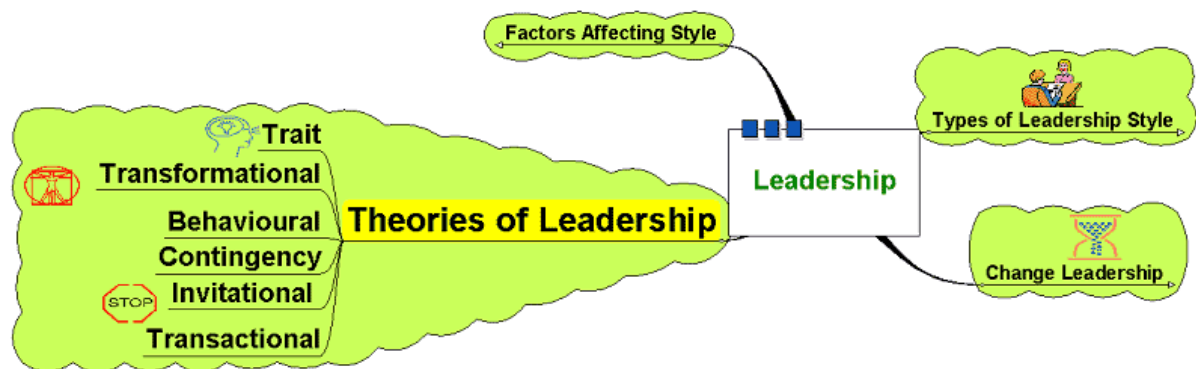


Factors Affecting Style :

Leadership style may be dependent on various factors:

- Risk - decision making and change initiatives based on degree of risk involved
- Type of business – creative business or supply driven?
How important change is – change for change's sake?
- Organisational culture – may be long embedded and difficult to change
- Nature of the task – needing cooperation?
Direction? Structure?

LEADERSHIP THEORIES



What are Leadership Theories?

Leadership theories are schools of thought used to explain how and why certain individuals become leaders. The theories emphasize the traits and

behaviors that individuals can adopt to boost their own leadership abilities

Leadership Theories

Early Theories:

1. Great Man Theory

According to the Great Man Theory (which should perhaps be called the Great *Person* Theory), leaders are exceptional people, born with innate qualities. Also born with just the right traits and abilities for leading – charisma, intellect, confidence, communication skills, and social skills.

The theory suggests that the ability to lead is inherent – that the best leaders are born, not made. It defines leaders as valiant, mythic, and ordained to rise to leadership when the situation arises. The term “Great Man” was adopted at the time because leadership was reserved for males, particularly in military leadership.

2. Trait Theory

The Trait Theory is very similar to the Great Man Theory. It is founded on the characteristics of different leaders – both the successful and unsuccessful ones. The theory is used to predict effective leadership. Usually, the identified characteristics are compared to those of potential leaders to determine their likelihood of leading effectively.

Scholars researching the trait theory try to identify leadership characteristics from different perspectives. They focus on the physiological attributes such as appearance, weight, and height; demographics such as age, education, and familial background; and intelligence, which encompasses decisiveness, judgment, and knowledge.

Examples of Traits

- Adaptable to situations
- Alert to social environment
- Ambitious and achievement orientated
- Assertive
- Cooperative
- Decisive
- Dominant (desire to influence others)
- Energetic (high activity level)
- Persistent
- Self-confident
- Tolerant of stress
- Willing to assume responsibility

3. Contingency Theory

Leadership as being more flexible – different leadership styles used at different times depending on the circumstance.

- Suggests leadership is not a fixed series of characteristics that can be transposed into different contexts

The Contingency Theory emphasizes different variables in a specific setting that determine the style of leadership best suited for the said situation. It is founded on the principle that no one leadership style is applicable to all situations.

4. Situational Theory

The Situational Theory is similar to the Contingency Theory as it also proposes that no one leadership style supersedes others. As its name suggests, the theory implies that leadership depends on the situation at hand. Put simply, leaders should always correspond their leadership to the respective situation by assessing certain variables such as the type of task, nature of followers, and more.

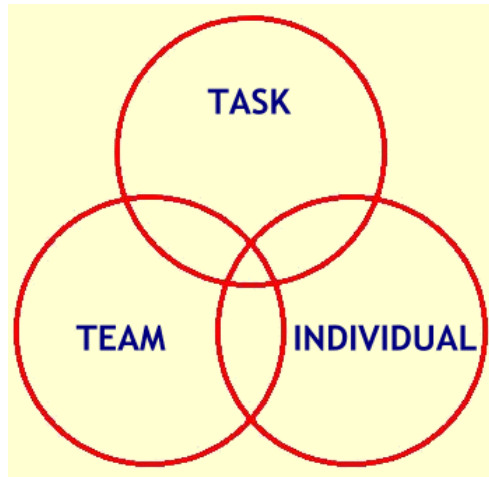
the situational theory blends two key elements: the leadership style and the followers' maturity levels. According to situational theory, a leader exercises a particular form of leadership based on the maturity level of his or her team.

5- Functional Theories (John Adair, Action Centred Leadership, 1970)

Leader is concerned with the interaction of 3 areas:

- Task – goal setting, methods and process

- Team – effective interaction/communication, clarify roles, team morale
- Individual – attention to behaviour, feelings, coaching, CPD



Functional theory

6- Behavioral Theory

In Behavioral Theory, the focus is on the specific behaviors and actions of leaders rather than their traits or characteristics. The theory suggests that effective leadership is the result of many learned skills.

Leaders behaviour and actions, rather than their traits and skills e.g. production orientated or people orientated

- Different leadership behaviours categorised as ‘leadership styles’ e.g. autocratic, persuasive, consultative, democratic
- Doesn’t provide guide to effective leadership in different situations

Individuals need three primary skills to lead their followers – technical, human, and conceptual skills. Technical skills refer to a leader’s knowledge of the process or technique; human skills means that one is able to interact with other individuals; while conceptual skills enable the leader to come up with ideas for running the organization or society smoothly.

New Leadership Theories

1-Transformational Theory

- Leaders inspire individuals, develop trust, and encourage creativity and personal growth
- Individuals develop a sense of purpose to benefit the group, organisation or society. This goes beyond their own self-interests and an exchange of rewards or recognition for effort or loyalty.

Transformational theory :

- Widespread changes to a business or organisation

It Requires :

- Long term strategic planning
- Clear objectives
- Clear vision
- Leading by example – walk the walk
- Efficiency of systems and processes

2- Transactional Theories:

- Focus on the management of the organisation

- Focus on procedures and efficiency
- Focus on working to rules and contracts
- Managing current issues and problems

- **Theories of Leadership May depend on:**

- Type of staff
- History of the business
- Culture of the business
- Quality of the relationships
- Nature of the changes needed
- Accepted norms within the institution

According to the leadership theories Responsibility of leaders are :

1. **Guide/coordinate team** members – encourage teamwork and motivate individuals
2. **Provide structure** for team – set mission and purpose, clarify roles and responsibilities, allocate tasks and set objectives
3. **Clarify working methods**, practises and protocol
4. **Focus on performance** – anticipate challenges, monitor performance, delegate and provide CPD support

According to the leadership theories , Review your performance as a Leader

1-Assess yourself as a Leader

- Conduct a SWOT analysis - Strengths, Weaknesses, Opportunities, Threats

(Use the Results of Leadership Questionnaire that had been completed prior to attending the session)

2. Develop an Action Plan to improve as a leader

- list 2 actions you will undertake to address Weaknesses or capitalise on Opportunities identified
- Measurable, Achievable, Realistic, Time-bound

Infection control



Infection is one of the leading causes of death in hospitals every year. Infection control addresses factors related to the spread of infections within the healthcare setting (whether patient-to-patient, from patients to staff and from staff to patients, or among-staff), including prevention (via hand hygiene/hand washing, cleaning/disinfection/sterilization, vaccination, surveillance), monitoring/investigation of demonstrated or

suspected spread of infection within a particular health-care setting (surveillance and outbreak investigation), and management (interruption of outbreaks).

- **Definition of infection:** The invasion of bodily tissue by pathogenic microorganisms that proliferate, resulting in tissue injury that can progress to disease.
- (The invasion and multiplication of microorganisms such as bacteria, viruses, and parasites those are not normally present within the body. An infection may cause no symptoms and be subclinical, or it may cause symptoms and be clinically apparent. An infection may remain localized, or it may spread through the blood or lymphatic vessels to become systemic (body wide).
- Infection prevention refers to policies and procedures used to minimize the risk of spreading of infections, especially in hospitals and human or animal health care facilities.
- **Infectious diseases** kill more people worldwide than any other single cause. Infectious diseases are caused by germs. Germs are tiny living things that are found everywhere - in air, soil and water. Person can get infected by touching, eating, drinking or breathing something that contains a germ.
- Germs can also spread through animal and insect bites, kissing and sexual contact. Vaccines, proper hand washing and medicines can help to prevent infections.

There are four main kinds of germs:

- Bacteria



Viruses



fungi



The fly agaric (*Amanita muscaria*), a poisonous, though not deadly, species, Denmark

- Protozoa



Types of infection:

- **Primary infection:**

Initial infection with an organism to host constitutes primary infection.

- **Secondary infection:**

When in a host whose resistance is lowered by pre-existing infection, a new organism may set up a new infection

- **Local infection:**

Infection that is limited to a defined area or single organ with symptoms that resemble inflammation (redness, tenderness and swelling.)

- **Systemic infection:**

Infection that spreads to whole body resulting in a septicemia.

- **Acute infection:**

It appears suddenly or lasts for a short time.

- **Chronic infection:**

May occur slowly over a long period and may last for months to years.

- **Iatrogenic infection:**

Infection resulting due to therapeutic and diagnostic procedures

Nosocomial infection:

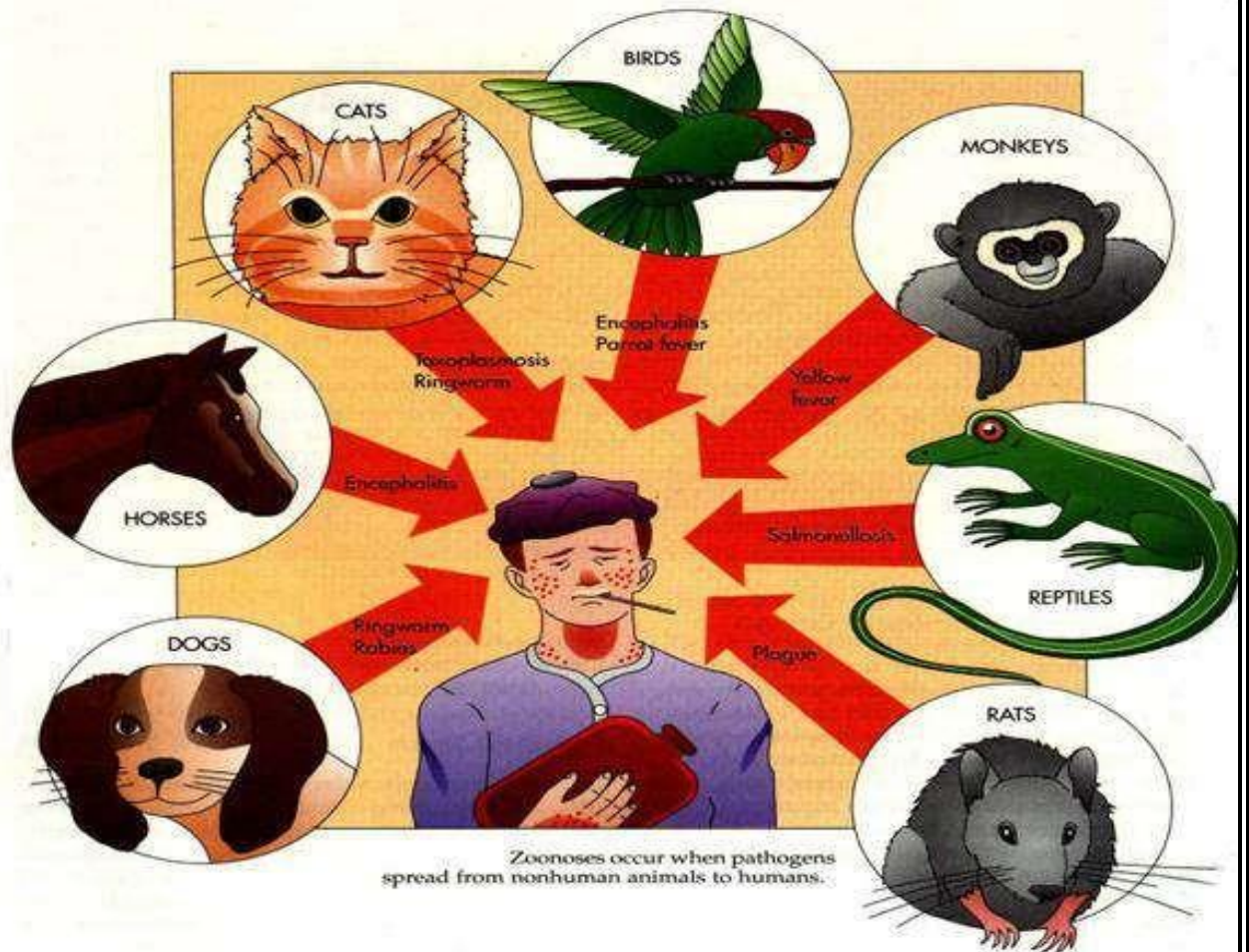
Also known as **Hospital-acquired infection (HAI)** — is an infection that is contracted from the environment or staff of a healthcare facility. It can be spread in the hospital environment, nursing home environment, rehabilitation facility, clinic, or other clinical settings. Infection may spread to the susceptible patient in the clinical setting by a number of means. Health care staff can spread infection, in addition to contaminated equipment, bed linens, or air droplets. The infection can originate from the outside environment, another infected patient, staff that may be infected, or in some cases, the source of the infection cannot be determined

Chain of infection:

The presence of a pathogen does not mean that an infection will begin. In order for infectious disease to spread, several necessary steps must occur. These steps are known as “chain of infection”. An infection will develop only if chain remains intact. These links are;

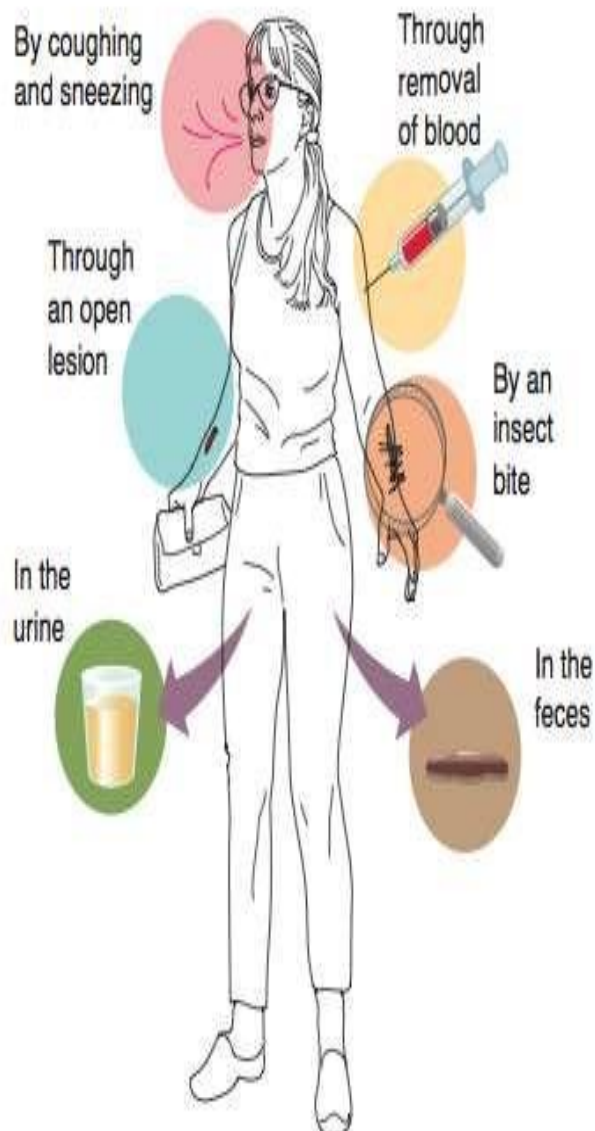
Causative Agent - the microorganism (for example bacteria, virus or fungi).

- **Reservoir** (source) - a host which allows the microorganism to live, and possibly grow, and multiply. Humans, animals and the environment can all be reservoirs for microorganisms



- **Portal of Exit** - a path for the microorganism to escape from the host. The blood, respiratory tract, skin and mucous membranes, genitourinary tract, gastrointestinal tract, and

transplacental route from mother to her unborn infant are some examples.



- **Mode of Transmission** - since microorganisms cannot travel on their own; they require a vehicle to carry them to other people and places. Infectious diseases and even certain contagious diseases

spread through the following agencies. Their ways of spreading is also given along with these agencies

- Air-borne transmission
- Contact transmission-direct and indirect
- Vehicle transmission (Water, milk, food etc.)
- Vector-transmission
- Transplacental transmission
- **Portal of Entry** - a path for the microorganism to get into a new host, similar to the portal of exit.
- **Susceptible Host** - a person susceptible to the microorganism

Risk of infection

- **Staff:** service provide are at significant risk for infection because they are exposed to potentially infectious blood and other body fluids on daily basis.
- **Clients :** they are at risk of post procedural infection when, e.g. service providers do not wash hands between client and procedure, when they do not adequately prepare client for procedure and when used instruments and other items are not cleaned and processed correctly.
- **Community:** it is also at risk of infection, particularly from inappropriate disposal of medical waste.

Breaking chain of infection:

- As health professional, we cannot provide health care services without some exposure to potentially infectious materials, but

we can prevent transmission in many cases. The only way to prevent infection is to break the chain of infection. The nurse must follow certain principle and procedures to prevent infection and control its spread.

Breaking the chain 1 of infection:

1-Rapid and accurate identification of organism:

- Routinely send blood cultures, urine culture, skin swabs, throat swabs, tracheal aspirate culture.
- Send endotracheal tube tip, urinary catheter tip and central line tip for culture after removal.

2. Control or elimination of infectious agents including:

Proper cleaning by the water and mechanical action with or without detergents

- Disinfection.
- Sterilization of contaminated objects.
- High level of disinfectants:
 - Activated glutaraldehyde (cidex 2%)
 - Sodium hypochloride 1%
 - Carbolic solution 5%
 - Bleaching powder 1%
- Low level of disinfectant:
 - Methylated spirit 70%
 - Betadine solution 10%
 - Savlone 1%

Breaking the chain 2 of infection:

Measures to control or eliminate of reservoir of infection.

- **Employee health:**

- Immunization of health personnel's e.g. hepatitis B vaccine
- Regular checkup for early detection of any communicable disease
- Restriction from work of patient contact when infected with communicable disease.

❑ **Environmental disease :**

- Cleaning with hospital approved clear disinfectant, e.g. phenol
- Thorough cleaning of bed and bedside equipments before admitting new patient.
- Separate mops should be used for cleaning of unit. (Twice a day).
- Damp dusting should be done.

❑ **Handling of linen:**

- Keep bed sheets dry and clean.
- Change sheets every day.
- Do not shake blankets and linen.
- Do not throw them on floor.

❑ **Pest control:**

- Measures to be taken to avoid their entry into unit. E.g. proper cleaning, sealing and draining.
- Patient's diet should be kept in covered containers.
- Keep fly trappers on each bedside of patient.

Pesticide spray should be used weekly

• **Visitors control:**

- Traffic should be restricted except for doctor, nurse and supportive staff.
- Allow only one attendant (3-4 hours).

- Keep the doors and windows closed.
- Mobile phones should not be allowed inside the area.
- Machines (X-rays, echo machines, ultrasound machine) from outside should be cleaned with spirit before their use.

Breaking the chain 3 of infection:

Portal of exit:

- Practice aseptic precaution.
- Avoid talking directly into the client's mouth to prevent the droplet infection.
- Wearing of mask is compulsory if the nurse is infected or she is dealing with the patients who are infected.
- Careful handling of waste like urine, faeces, emesis and blood is important.

Disposable gloves should be worn to prevent direct contact with wastes or infected materials

Breaking the chain 4 of infection:

Mode of transmission:

Contact Precautions;

- Single patient room.
- Staff should to perform hand hygiene, put on gown/apron and gloves prior to entering patient room and when anticipating contact with the patient or their surroundings .
- Remove gown/apron and gloves and perform hand hygiene after leaving room.
- Clean and disinfect non-disposable equipment and items when removed from patient room.

❑ Airborne Precautions;

- Single negatively pressured room.
- Door to remain closed.
- Staff to put on N95/P2 mask when entering patient room and remove and dispose of mask and perform hand hygiene after leaving room.
- Instruct patient about respiratory hygiene and cough etiquette.
- Patient to put on surgical mask when leaving room.

Breaking the chain 5 of infection:

❑ Portal of entry:

- Maintain integrity of skin and mucous membrane.
- Prepare position of tubing, etc. may prevent injuries and skin breakdown.
- Turning and positioning of debilitated clients.

❑ Ensure the personal hygiene of client regularly.

❑ Proper disposal of contaminated syringe and needles.

Proper handling of catheters and drainage set etc. care should be taken while collecting and handling specimen

Breaking the chain 6 of infection:

❑ Protecting susceptible host:

Protecting the normal defense mechanism by :

- Regular oral hygiene.
- Maintaining adequate intake.
- Encouraging deep breathing exercise.
- Encouraging proper immunization of children and adult client.

❑ Maintaining healing process:

- Promotion of intake of well-balanced diet containing essential protein, vitamins, fats and carbohydrates.
- Institution measures to improve appetite of patient.

Helping the client to identify methods to relieve stress

Prevention and precaution of infection control

Introduction of prevention and precaution

- Standard precaution contains following things;
- Hand washing
- Gloving
- Gowning
- Mask/ protective eye wear/ cap
- Shoe cover
- Standard precaution is defined as, “a set of precautionary measures including good hand hygiene practices and use of protective barriers during routine patient care carried out by health care workers .
- **Hand washing:** Hand washing or hand hygiene is the act of cleaning one's hands with or without the use of water or another liquid, or with the use of soap for the purpose of removing soil, dirt, and/or microorganisms





- **Masks** When mask is correctly applied, it will fit snugly and securely over the nose and mouth.
 - To protect staff from inhalation of infectious aerosols or droplets, smoke or plume or other airborne hazards.

To prevent the spread of micro-organisms from the nasopharynx of staff of the patient to others who are susceptible

□ **Types of masks:**

Surgical Mask: Used in wards, departments or operating theatres



- **N95 Particulate Mask:** Used when caring for patients with diagnosed or suspected airborne infectious diseases.



Gloving: Gloves must be available and accessible in a range of sizes in all patient care areas.

- Wearing gloves reduces contamination of hands and minimizes the risk that a health care worker will become infected after contact with a patient's blood or body substance. Wearing gloves reduces the likelihood that staff will transmit microorganisms for their hands to patients.
- **The type of glove used will depend on the task involved:**
 - **Non sterile gloves:** Non sterile nitrile gloves are suitable for most situations when contact with any blood or body substance, mucous membranes or non-intact skin is anticipated.
 - **Sterile gloves:** Sterile latex gloves should be worn for surgical procedures where asepsis must be maintained. Staff involved with surgical procedures should double-glove for added protection
- **Eye/ Face Protection:** Eye/face protection shall be worn in any situation when splash or splatter with blood or body substance to the mucous membrane of the mouth, nose and or eyes is likely.
- **Types of eye/face protection:** Chin length plastic face shield



❑ **Types of protective clothing:**

- **Plastic aprons:** In general, disposable plastic aprons are sufficient to provide protection from contamination
- **Fluid Resistant Gown:** Long sleeved, disposable fluid resistant gowns should be used for contact isolation or where there is an elevated risk of contamination



- **Managing injuries and exposure in health care personal:**

In health care settings, injuries from needle or other sharp instruments are the number one cause of occupational exposure to blood born infections

- **Sharps:** The term sharp refers to any sharp instruments or object used in delivery of health care services, including hypodermic needles, suture needles, scalpel blades, sharp instruments, IV catheters and razor blades.
- **Prevention of injuries from sharps:**
 - Use the “handles-free” techniques when passing sharps during clinical procedures.
 - Do not bend, break, or cut hypodermic needle before disposal.
 - Do not recap the needles.
 - Disposal of hypodermic needles and other sharps properly.

- **Safe-passing of sharp instruments:**

- Uncapped or otherwise unprotected sharps should never be passed directly from one person to another. In the operating theater or procedure room, pass sharps instruments in such a way that the surgeon and assistant are never touching the item at the same time. This way of passing sharps is known as the “hands-free” techniques:



- The assistant places the instrument in a sterile kidney basin or in designated “safe zone” in sterile field.
- The service provider picks up the instrument, uses it, and returns it to the basin or safe.



❑ Managing injuries and exposure:

- If you are accidentally exposed to blood or other body fluids, either by needle stick, an injury from another sharp object, and a splash of fluid may be expected.
- Wash the needle stick injury site or cut with soap and running water.
- Flush splashes to the nose, mouth or skin with water.
- Irrigate splashes to the eyes with water or saline.

❑ Post exposure prophylaxis:

- Post exposure prophylaxis with drugs or other therapy can reduce the risk of transmission of some blood borne pathogens.
- **For hepatitis B:** hepatitis B immune globulin and hepatitis B vaccine can reduce the risk of infection after exposure to blood or other body fluids containing the hepatitis B virus.

For hepatitis C: there is no post exposure prophylaxis available for hepatitis C. Neither immune globulin nor antiviral drugs shown to reduce the risk of hepatitis C transmission

❑ Safe disposal of sharps:

- Do not recap, bend or break needle before disposal, and do not remove the needle from the syringe by hand.

Dispose of needles and syringe immediately after use in a puncture resistant sharp disposal container

❑ Sharps disposal containers:

- ❑ Puncture resistant sharp disposal containers should be conveniently located in any area where sharp objects are frequently used (such as injection rooms, treatment room, operating theater, labor and laboratories.)



Client's susceptibility for infection :

Age

- An infant has immature defense against infection.
- The young middle age adult has refined defense against infection. Defense against infection may changes with aging. The immune response, particularly cell mediated immunity declines

➤ Nutritional status:

- Reduction in intake of proteins and other nutrients such as carbohydrates and fats reduces the body's defense against infection and Impairs wound healing.



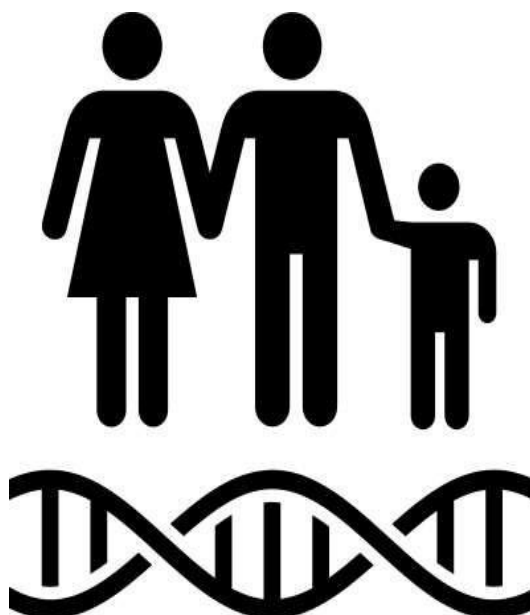
➤ **Stress:**

The body response to emotional or physical stress by general adaptation syndrome, if stress continued or become intense, then elevated cortisone level result in used resistance

➤ **Hereditary:**

- Certain hereditary conditions impair an individual's response to infection.

For example gammaglobulinemia is rare inherited or acquired characterized by absence of serum



➤ **Disease process:**

- Client with disease of immune system are of particular risk for infection. Leukemia, AIDS, lymphoma and aplastic anemia are conditions that compromise a host by weakening defenses against infectious organisms.
- Burn client have a very high susceptibility to infection because of damage to skin surface.

➤ **Medical therapy:**

- Some drugs and medical therapies compromise immunity to infection.
- **Cyclosporine** and other **immunosuppressant drugs**, clients receiving **radiotherapy and chemotherapy** are also risk for infection.

Organizational Structure of a Hospital and Health Care Facilities

Health care facilities are places that provide care or make it possible for some type of care to be delivered to clients. Care provided ranges from short appointments to long-term residential care.

Types of Facilities

Long-Term Care

Practitioners' Offices

Clinics

Laboratories

Emergency Medical Services

Home Health Care

Rehabilitation

Hospice

Hospitals

Long Term Care

Residents may be frail, elderly, handicapped, or disabled. Some residents are able to perform many of their own activities of daily living (ADL).

Practitioners' Offices

Many offer testing and minor surgery. Dentists and dental hygienists are included in this group.

May be an individual or a group practice

Clinics

Practitioners have separate clients, but share billing, reception, and record-keeping staff.

Clinic may specialize or offer a wide variety of services.

“Clinic” may refer to a type of care provided on a specific day and may move from location to location.

Laboratories

May perform tests on blood or body tissues. It Can be part of a clinic or hospital.

Some are supported by public money.

Emergency Medical Services

Developed to provide care to ill and injured as quickly as possible.

May be part of the emergency phone system.

Home Health Care

Care is provided in the home for short-term periods after hospitalizations or longer periods for clients who have chronic diseases or disabilities

Rehabilitation

Designed to help clients regain physical or mental abilities or to help them live with disabilities.

May be part of a hospital, clinic, or privately owned

Hospice

Services are provided to the terminally ill. Includes treatment from doctors, nurses, therapists, dieticians, social workers, clergy, and volunteers

HOSPITALS

Hospitals vary in ownership and operation: Operated by a religious organization

Hospitals Run by Religious Organizations

Private Hospitals

A private hospital has shareholders –people who invest money and expect a profit or return on their investment. Often a group of physicians or business professionals own stock in a private hospital

Nonprofit Hospitals

Nonprofit hospitals do not have shareholders. Any profit is returned to the institution to pay for improvements, equipment updates, or expansion of services

Government Hospitals

Provide care for military personnel and their dependents as well as for veterans Military hospitals are funded by federal taxes. State or county

hospitals are funded by state and county taxes – they serve clients who have little or no money and receive health care free or at a reduced cost.

Organizational Structure of a Hospital

Organizational Structure

refers to levels of management within a hospital. Levels allow efficient management of hospital departments. The structure helps one understand the hospital's chain of command . Organizational structure varies from hospital to hospital. Large hospitals have complex organizational structures. Smaller hospitals tend to have much simpler organizational structures

Grouping of Hospital Departments Within the Structure:

Hospital departments are grouped in order to promote efficiency of facility.

Grouping is generally done according to similarity of duties.

Common Categorical Grouping are :

Administrative Services

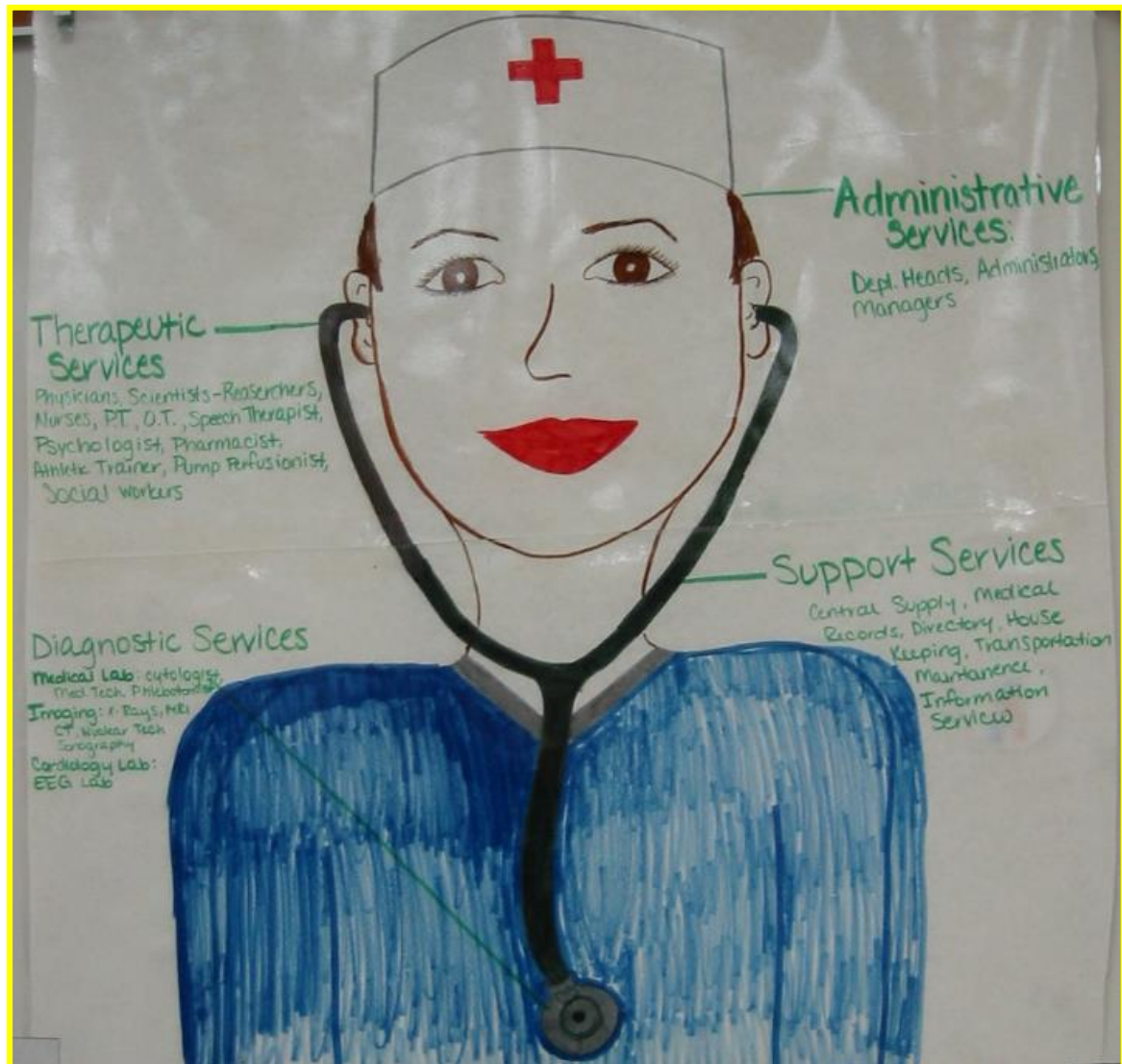
Informational Services

Therapeutic Services

Diagnostic Services

Support Services

Hospital Services are shown in this figure :



Hospital Administrators

CEO, Vice President(s), Executive Assistants, Department Heads

Business people who “run the hospital”

Oversee budgeting and finance

Establish hospital policies and procedures

Often perform public relation duties

Informational Services

Document and process information

Includes:

Admissions

Billing & Collection

Medical Records

Computer Information Systems

Health Education

Human Resources

Therapeutic Services

Provides treatment to patients

Includes following departments:

Physical Therapy - treatment to improve large muscle mobility

Occupational Therapy - treatment goal is to help patient regain fine motor skills

Speech/Language Pathology - identify, evaluate, treat speech/language disorders

Respiratory Therapy - treat patients with heart & lung disease

Medical Psychology - concerned with mental well-being of patients

. Pharmacy - dispense medications

Dietary - maintain nutritionally sound

diets for patients

Sports Medicine - provide rehabilitative services to athletes

Nursing - provide care for patients

Social Services

Connect patients with community resources (financial aid, etc.)

Diagnostic Services

Determines the cause(s) of illness or injury

Includes:

Medical Laboratory - studies body tissues

Medical Imaging - radiology, MRI, CT, Ultra Sound

Emergency Medicine -provides emergency diagnoses & treatment

Support Services

Provides support for entire hospital

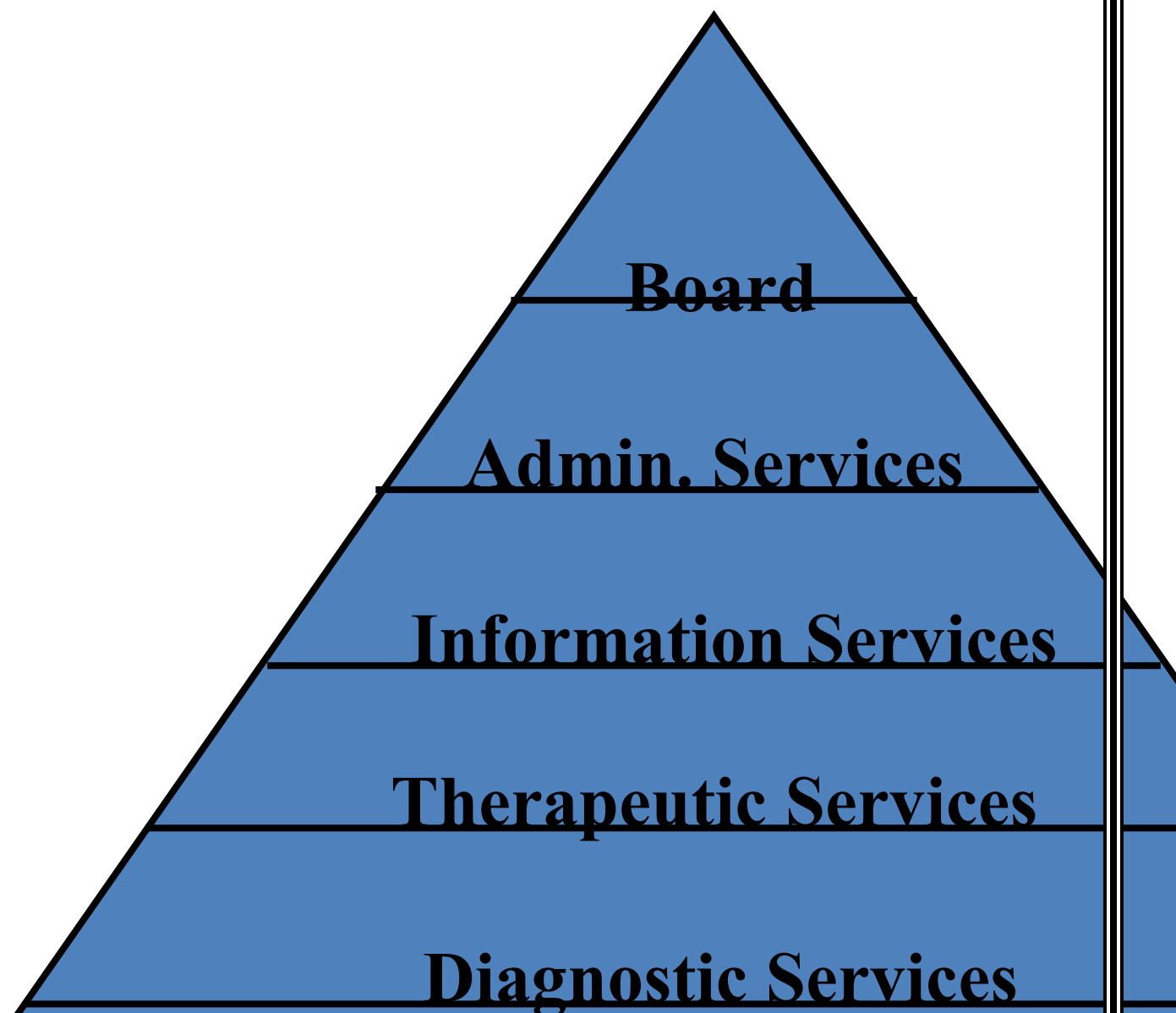
Includes:

Central Supply - orders, receives, stocks & distributes equipment & supplies

Biomedical Technology - design, build repair, medical equipment

Housekeeping & Maintenance - maintain safe, clean environment

Traditional Organizational Pyramid demonstrates a symbolic organizational structure of a hospital.



Example of “symbolic representation” of organizational structure

Telemedicine

History

Telemedicine started in the 1950's when a few hospital systems and university medical centers started to try to find ways to share information and images via telephone. In the early days, telemedicine was used mostly to connect doctors working with a patient in one location to specialists somewhere else. This was of great benefit to rural or hard to reach populations where specialists aren't readily available. Throughout the next several decades, the equipment necessary to conduct remote visits remained expensive and complex, so the use of the approach, while growing, was limited.

Telemedicine Definition

Telemedicine can be defined as the use of technology (computers, video, phone, messaging) by a medical professional to diagnose and treat patients in a remote location.

Telemedicine is the exchange of medical information from one place to another through electronic communication, which improves patient health.

Telemedicine allows health care professionals to evaluate, diagnose and treat patients at a distance using telecommunications technology.

Telemedicine Vs Telehealth

Although the terms telemedicine and telehealth are often used interchangeably, there is a distinction between the two. The term telehealth includes a broad range of technologies and services to provide patient care and improve the healthcare delivery system as a whole. Telehealth is different from telemedicine because it refers to a broader scope of remote healthcare services than telemedicine. While telemedicine refers specifically to remote clinical services, Telehealth can refer to remote non-clinical services, such as provider training, administrative meetings, and continuing medical education, in addition to clinical services. According to the World Health Organization, Telehealth includes, “Surveillance, health promotion and public health functions.” Telemedicine offers healthcare using digital devices such as computers and smartphones. In most cases, telemedicine uses video

conferencing. However, some providers choose to offer care via email or phone messaging.

Many people use telemedicine with their usual healthcare provider. Others access virtual care using a telemedicine applications.

Telemedicine involves the use of electronic communications and software to provide clinical services to patients without an in-person visit. Telemedicine technology is frequently used for follow-up visits, management of chronic conditions, medication management, specialist consultation and a host of other clinical services that can be provided remotely via secure video and audio connections.

Telemedicine Benefits :

Doctors and patients can use telemedicine to:

- Assess whether or not the patient needs treatment .
- Provide certain kinds of medical care, such as mental health treatment and assessments for minor infections
- Write or renew prescriptions.
- Offer certain types of therapy, such as speech and physical therapy

Telemedicine is useful in situations where the patient must practice physical distancing or is unable to attend a healthcare facility in person.

Using telemedicine as an alternative to in-person visits has a host of benefits for patients and providers.

Patients:

- **Less time away from work**
- **No travel expenses or time**
- **Less interference with child or elder care responsibilities**
- **Privacy**
- **No exposure to other potentially contagious patients**

Some other benefits of telemedicine include:

- **Lower costs:** Some research suggests that people who use telemedicine spend less time in the hospital, providing cost savings. Also, less commuting time may mean fewer secondary expenses, such as childcare and gas.
- **Improved access to care Trusted Source :** Telemedicine makes it easier for people with disabilities to access care. It can also improve access for other populations, including older adults, people who are geographically isolated, and those who are incarcerated.

- **Preventive care:** Telemedicine may make it easier for people to access preventive care that improves their long-term health. This is especially true for people with financial or geographic barriers to quality care. For instance, People with coronary artery disease found that preventive telemedicine improved health outcomes.
- **Convenience:** Telemedicine allows people to access care in the comfort and privacy of their own home. This may mean that a person does not have to take time off of work or arrange childcare.
- **Slowing the spread of infection:** Going to the doctor's office means being around people who may be sick, often in close quarters. This can be particularly dangerous for people with underlying conditions or weak immune systems. Telemedicine eliminates the risk of picking up an infection at the doctor's office.

- **Benefits for healthcare providers**

Healthcare providers who offer telemedicine services may gain several benefits for healthcare providers , including:

- Improved office efficiency
- An answer to the competitive threat of retail health clinics and on-line only providers
- Better patient follow through and improved health outcomes
- Fewer missed appointments and cancellations
- Private payer reimbursement

- **Some other benefits of telemedicine for healthcare providers include:**
- **Reduced overhead expenses:** Providers who offer telemedicine services may incur fewer overhead costs. For example, they may pay less for front desk support or be able to invest in an office space with fewer exam rooms.
- **Additional revenue stream:** Clinicians may find that telemedicine supplements their income because it allows them to provide care to more patients.
- **Less exposure to illness and infections:** When providers see patients remotely, they do not have to worry about exposure to any pathogens the patient may carry.

- **Patient satisfaction:** When a patient does not have to travel to the office or wait for care, they may be happier with their provider.

Telehealth applications include:

- **Live (synchronous) videoconferencing:** a two-way audiovisual link between a patient and a care provider
- **Store-and-forward (asynchronous) videoconferencing:** transmission of a recorded health history to a health practitioner, usually a specialist.
- **Remote patient monitoring (RPM):** the use of connected electronic tools to record personal health and medical data in one location for review by a provider in another location, usually at a different time.

- **Mobile health (mHealth):** health care and public health information provided through mobile devices. The information may include general educational information, targeted texts, and notifications about disease outbreaks.

Clinical Application

Here are a few examples of how telemedicine is being used today.

Follow-up visits

Using health software for routine follow-up visits is not only more efficient for providers and patients, but it also increases the likelihood of follow-up, reducing missed appointments and improving patient outcomes.

Remote chronic disease management

The increasing rate of chronic disease is a major challenge for our health system. It is a prime candidate for the use of telemedicine software because it makes it easier and less expensive for patients to maintain control over their health.

Remote post-hospitalization care

One telehealth program for patients with congestive heart failure reduced hospital readmissions .

Preventative care support

Weight loss and smoking cessation are the keys to reducing heart disease and a host of other conditions. Telemedicine can be a valuable tool in connecting providers with patients to make sure they get the support they need to be successful.

School based telehealth

When children become ill at school, They might visit a school nurse or be picked up by their parents and taken to an urgent care center. Some innovative districts have teamed up with doctors to conduct remote visits from the school. The provider can assess the urgency of the case and provide instructions or reassurance to parents.

Assisted living center support

Telemedicine software has already proven to be useful in keeping residence of assisted living facilities out of the hospital. Problems often occur at night or on weekends, making hospitalization the only option even for less urgent problems. With telemedicine, on-call doctors can conduct a remote visit to determine if hospitalization is necessary.

Reimbursement

The amount providers are reimbursed for telemedicine will vary depending on a state's legislation. Some states specifically mandate that private payers reimburse the same amount for telemedicine as if the service was provided in-person. However, most states with reimbursement mandates leave this determination up to the payers. We

have found the majority of private payers still reimburse at levels equivalent to in-person visits.

Telemedicine may not suit every person or situation. There are some potential disadvantages when using telemedicine over traditional care methods.

Disadvantages for patients : Telemedicine is not a good fit for all patients. Some drawbacks of this type of care include:

- **Insurance coverage:** Not all insurers cover telemedicine. Only 26 states currently require insurers to cover or reimburse the costs of telemedicine. However, these laws are constantly changing.
- **Protecting medical data:** Hackers and other criminals may be able to access a patient's medical data, especially if the patient accesses telemedicine on a public network or via an unencrypted channel.
- **Care delays:** When a person needs emergency care, accessing telemedicine first may delay treatment, particularly since a doctor cannot provide life saving care or laboratory tests digitally.

However, telemedicine also has some disadvantages, due to the nature of its virtual interaction and the social and technological barriers that could change in the future. The good news is that with the growing popularity and widespread acceptance of telemedicine, it is likely that we will see

how the disadvantages of telemedicine are resolved. With new technological advances and the changing policy that increasingly supports telemedicine, we are continually looking for ways to improve telemedicine and make it a viable, even beneficial, form of healthcare for many medical settings.

Disadvantages for healthcare providers

Healthcare providers may also face some drawbacks associated with telemedicine, including:

- **Licensing issues:** State laws vary, and clinicians may not be able to practice medicine across state lines, depending on the state in which they hold their license and the state in which the patient lives.
- **Technological concerns:** Finding the right digital platform to use can be challenging. Also, a weak connection can make it difficult to offer quality care. Clinicians must also ensure that the telemedicine program they use is secure and fully compliant with privacy laws.
- **An inability to examine patients:** Providers must rely on patient self-reports during telemedicine sessions. This may require clinicians to ask more questions to ensure that they get a comprehensive health history. If a patient leaves out an important symptom that might have been noticeable during in-person care, this can compromise treatment.

When is telemedicine useful?

Telemedicine works well for any condition that does not require laboratory tests or a physical examination. Telemedicine can even offer some forms of ongoing care, such as psychotherapy.

When there are barriers to treatment — such as the COVID-19 pandemic, a patient who lives far away from a medical care facility, or a patient who cannot transport themselves — providers may expand the list of conditions they are willing to treat. For instance, a doctor might prescribe antibiotics for a likely infection via telemedicine.

Strategic Human Resource Management



Human resource management in health care is a rewarding career that provides opportunity for professionals with the right education and skills.

Strategic **human resource** management is the connection between a company's human resources and its strategies, objectives, and goals. The aim of strategic human resource management is to:

- Advance **flexibility**, innovation, and competitive advantage.
- Develop a fit for purpose organizational culture.
- Improve business performance.

In order for strategic human resource management to be effective, human resources (HR) must play a vital role as a strategic partner when company policies are created and implemented. Strategic HR can be demonstrated

throughout different activities, such as **hiring, training,** and **rewarding** employees.

Importance of HR

Companies are more likely to be successful when all teams are working towards the same objectives. Strategic HR carries out analysis of employees and determines the actions required to increase their value to the company. Strategic human resource management also uses the results of this analysis to develop HR techniques to address employee weaknesses.

The following are benefits of strategic human resource management:

- Increased job satisfaction.
- Better work culture.
- Improved rates of customer satisfaction.
- Efficient resource management.
- A proactive approach to managing employees.
- Boost **productivity**.

Seven steps to strategic human resource management

Strategic human resource management is key for the retention and development of quality staff. It's likely that employees will feel valued and want to stay with a company that places a premium on employee **retention** and **engagement**. Before you implement strategic

human resource management, you will need to create a strategic HR planning process using the steps below:

1. **Develop a thorough understanding of your company's objectives**
2. **Evaluate your HR capability**
3. **Analyze your current HR capacity in light of your goals**
4. **Estimate your company's future HR requirements**
5. **Determine the tools required for employees to complete the job**
6. **Implement the human resource management strategy**
7. **Evaluation and corrective action**

1- Develop a thorough understanding of your company's objectives

The success of strategic HR is dependent and need to have a thorough understanding of aims, objectives, and mission. You'll need to be able to articulate both your short and long-term plans for growth to the relevant HR personnel. Ensuring clear communication of your company's goals will make it easier for HR personnel to formulate an effective resource management strategy.

2-Evaluate your HR capability

Evaluating your current HR capabilities will enable you to understand the employees you have and how they contribute to fulfilling your goals and objectives. Additionally, you should also undertake a skills inventory for every employee. Skills inventories help you to discover which employees are experts in particular areas.

It also helps you to identify the employees who have an interest in being trained in a particular aspect of your company. A great time to assess skills is during a performance review. However, the traditional performance review is dying. Check out our guide on how to conduct an efficient and results driven performance review while obtaining the skills inventory you need from your employees!

3. Analyze your current HR capacity in light of your goals

An assessment of your HR capacity will help you to recognize barriers and implement a plan of action to capitalize on opportunities and effectively deal with threats. Strategic HR personnel will analyze the number of employees as well as their **skills** and will work with senior leadership to identify ways to better equip employees to serve the needs of your company.

4. Estimate your company's future HR requirements

After an analysis of your company's employees and **skills** has been done in relation to your objectives, it's time to forecast your HR needs. The forecast should be done in relation to:

- **Demand** – A prediction needs to be made in relation to the number of employees with the associated skills that will be required in order for your company's future needs to be met.
- **Supply** – Looks at the employees and skills that are currently available to help your company achieve its strategic goals.

Forecasting your company's future HR requirements also determines the following:

- New jobs and roles required to secure the future of the company.
- Skills required by current employees to undertake the responsibilities of new jobs and roles.
- Whether your employees' expertise are being sufficiently utilized.
- Whether current HR personnel and practices can accommodate the company's growth.

5. Determine the tools required for employees to complete the job

HR personnel need to liaise with the appropriate departments to find out how the tools used by employees impact on their ability to perform their roles. For example, an audit of hardware and software can be undertaken jointly with the I.T department to identify gaps in tools that will facilitate a more organized workforce. For example, where a company employs hourly staff, it's crucial to utilize workforce management software. This software manages important HR functions such as scheduling, holiday entitlement, and **sick leave management**.

6-Implement the human resource management strategy

After the analysis and forecast of your company's HR requirements have been completed, it's time to start the process of expanding your workforce and developing current workers to equip your company for future growth. You can achieve the implementation of your human resource management strategy by doing the following:

- **Start with the recruitment stage** – At this point, HR professionals begin searching for candidates who possess skills that have been identified during the HR strategic planning process.
- **Organize a selection process – Interviews** and other selection criteria take place at this time. Interview questions such as “**what are your salary requirements?**” and relevant tests will be used to assess whether the candidate is suitable to carry out the role.
- **Begin hiring applicants** – Your company will make the candidate a job offer after all appropriate checks have been carried out.
- **Design onboarding and training – Employee Onboarding** is a key determining factor as to whether an employee remains with a company. A comprehensive onboarding and training package must be put in place to increase employee retention. Once you have onboard your employees well, another important step to retaining them is to keep them engaged! Easier said than done, but our guide on employee engagement will help! You can download it by clicking the button below:

7. Evaluation and corrective action

HR personnel should decide on a timeline to carry out a strategic HR management review. This review will track the progress made and also identify areas for improvement. The review should be measured against whether changes are helping your company to achieve their goals. Corrective action must be taken if strategic human resource management is failing to meet its objectives.

Types of Human Resource Jobs

The human resource department is an umbrella term for many aspects within caring for the employees of any organization. From specialists to generalist there are a wide variety of jobs in the human resources Recruitment as:

1. Proper staffing ratios
2. Training and onboarding new employees
3. Benefits management
4. Ensure adequate compensation
5. Performance reviews
6. Employee safety
7. Labor law compliance
8. Workman's compensation and claims management
9. Attendance and payroll

Healthcare Information Technology

The use of technology is revolutionizing the healthcare industry. Not all may realize its importance now, but there has been accelerated development and evidence about the impact of health information technology on patient care.

It's no surprise that more and more healthcare centers are adopting the latest technology and taking steps to transform the way they operate.

However, there are many categories of the health information system, and most of them share similar capabilities. you can differentiate them and decide which one is best suited for your business. Healthcare information

technology can provide an experience for all patients as well as practitioners.

Definition of Health Information Technology

Health information technology (HIT), refers to a system designed to store, share, and analyze the data collected in any healthcare facility. It could be private as well as public clinics, hospitals, and doctor's private chambers. It also collects, organizes, and manages patients' electronic medical records.

The use of healthcare software can help improve the quality of patient treatment. There are different types of healthcare information systems that take care of administrative aspects and patients' medical data, amongst many other things.

Clearly, a healthcare system has a lot of benefits to offer by increasing the effectiveness of a healthcare institute. For instance, it ensures the accuracy of data collected and thus reduces any chance of medical error.

IT saves time and effort, which is spent daily on managerial tasks by streamlining operations. Thus, organizations can focus more on patient treatment and follow-up. Other than that, you get faster prescriptions and reduces paperwork as well.

These were just a few of the examples of how healthcare systems are transforming the patient care industry. You can choose the type of

healthcare information systems required depending on your organization's model and specific needs

Different Types of Healthcare Information System

1- Medical Practice Management System

The medical practice management system forms an integral part of the healthcare system. It takes care of different administrative and clinical aspects of your practice.

It is geared towards a facility's clerical work, such as managing various documents, scheduling appointments, and more. It automates and streamlines multiple activities, which makes it easy to run the facility smoothly.

Medical practice management software generally doesn't include patients' medical data. However, it does take care of insurance claims. It automatically processes claims, handles billing and payments, and also generates reports. Regardless of the size, all healthcare providers — from a single doctor practitioner care to a large hospital — can make use of medical management software. Medical Practice Management System allows you to concentrate more on the quality of patient care. It gives you easy access to healthcare data. You can view all the documents online.

2. Electronic Health Records (EHR)

Electronic health records is another type of hospital management information system that is basically concerned about the patient's medical information.

Earlier, doctors or nurses had to document every medical detail of their patients on paper. But now, they can simply fill out all the information on the EHR system. The best part is that it can be accessed instantly using a mobile or computer. It also enables doctors to easily share data across different departments, allowing them to provide quick and accurate treatment.

It deals with data management, which generally contains information on patients' medical history, allergies, laboratory charges.

Some of the benefits of implementing Electronic Health Records include:

- It increases efficiency by eliminating paperwork and giving immediate access to patients' data.
- It improves the quality of patient care as the same information is shared across all departments, avoiding any medical errors.

3- E.Prescribing Software

E-prescribing software is a beneficial technology as it enables doctors to generate prescriptions electronically.

It allows them to directly send prescriptions to the pharmacy in just a few clicks, and when the patient gets there, the store is already ready with

their supplements. The system eliminates the need to create handwritten notes, which are generally hard-to-decipher and instead generate an understandable prescription.

Plus, there is no prescription mix up — pharmacist ensures patient safety by giving them the correct one. It also eliminates the chances of misplacing a prescription.

The advantages of using e-prescribing software are:

- It allows medical providers to send prescriptions directly to pharmacies, without the risk of getting misplaced.
- It gives quick and easy access to a patient’s medication history with the help of a pharmacy’s database.

4. Remote Patient Monitoring

Remote patient monitoring systems (RPMs) is gaining popularity in recent times, and all for the right reasons.

With the help of RPM, medical sensors can read our body functions and send data from anywhere to healthcare professionals at the facility. The data enables doctors to predict and prevent any event that otherwise may have caused serious issues.

The RPM is reducing the overall cost that comes with hospital readmission. It is leading to better quality health care. And as a larger picture, the data being collected can be used to study bigger population health down the road.

This data can then be used to make recommendations on health conditions.

The benefits of using remote patient monitoring:

- It is reducing the cost of chronic disease and assists in post-discharge care as well.
- It can help monitor a patient's glucose level or blood pressure from anywhere across the world. Thus, it results in improved patient care.

5. Master Patient Index (MPI)

Master patient index is a crucial part of the hospital management system as it aims at connecting patient records from more than one database.

It is generally used by hospitals or large clinics whereby they enter data regarding their patients. Once stored, it can be used for future references by any institute sharing the database. This MPI creates an index of all medical records for a specific patient, which is easily accessible by all departments.

The main purpose of MPI is to reduce duplication of patient records and also to avoid inaccuracy of information that can result in wrong treatment.

6. Patient Portal

Another essential type of hospital management system is the patient portal.

Patient portals provide a platform where patients can access their health-related data using any device. It includes all the information stored in an EHR, such as patients' medical history, treatments, and other medications previously taken.

Not only that, but patient portals also allow users to schedule appointments, view bills, and make payments online. They can use their personal devices, including smartphones, tablets, or computer to access it.

In fact, some of the patient portals even facilitate patients to have a conversation with healthcare professionals. So instead of having to wait in line for hours to schedule an appointment, a patient can now simply log in, check their doctor's availability and also, have a look at their lab reports.

7. Urgent Care Applications

Urgent care application is a type of health management information system that keeps track of patients that might require immediate attention.

It enables patients to skip the waiting room and get the care instantly. Besides, it provides patients with knowledge about health-related queries,

informative health articles, and even let them track their medical care status.

The benefits of implementing urgent care applications are:

- It increases patients' satisfaction rate as urgent care app provides quick service to them.
- Urgent care apps provide medical help 24/7 hours a day.

8. Medical Billing Software

The most integral type of health management system is the medical billing solution.

It is one of the most time-consuming processes, and yet one of the critical ones. Healthcare facilities are always running busy, and they have little time to spare for managerial tasks. Billing software makes it easy by automatically generating medical bills and handling the entire workflow. Besides patient billing, the software also takes care of insurance claims and verification, payment tracking, and processing. It sends out alerts for late payments or if there is any pending bill from the hospital's end.

Conclusion

The healthcare information system is the future of healthcare centers. Despite that, many hospitals are skeptical about adopting this new technology. This is because of two reasons — its high cost and implementation process.

Ethical and Social Responsibility of Health care

Health care professionals currently face multiples difficulties . The health environment requires a renewed model focus on ethics. The models presented by top management teaches staff members how to perform ethically. The decisions that result from management's examples determine an organization's ethical culture. With this in mind, health care executives observe the following practices.

Planning Organizational Ethics

The American College of Healthcare Executives (ACHE) publishes literature that helps administrators manage organizational ethics. The publication, Strengthening Ethical Decision Making, serves as a guideline to aid health care administrators in understanding contemporary ethics. The ACHE Ethics Toolkit outlines the process of making ethical choices and reveals how organizations use the ACHE Code of Ethics in real-world applications. The association also distributes the Ethical Policy Statements publication, which health care administrators use to create organizational guidelines. Administrators use the Ethics-Self Assessment Tool to plan internal audits and identify any weaknesses in organizational ethics

Promoting Ethics in the Workplace

The National Association for Healthcare Quality (NAHQ) recommends an in-house health care quality professional to oversee ethical culture. This specialist manages professional development training throughout the organization and promotes mutual peer support and patient inclusion in the caregiving setting.

Health care quality professionals promote organizational participation in community associations and groups, and maintain a formal system to address ethics complaints. NAHQ publishes the Code of Ethics for Healthcare Quality Professionals as a guide for specialists and administrators.

Staff Member Ethics Education

Although ethics training has prevailed in academic institutions for over three decades, the topic has received renewed attention, with numerous organizations forming to rally for various interests that are important to health care practitioners . One primary concern among health care advocates involves ethics training standards for specific caregiver disciplines.

The Romanell Report recommends providing continuing education credits (CME) to ensure that health care professionals stay current with their ethics training. The report also recommends the use of conceptual tools, such as role-playing and case studies to give employees a clear understanding of how ethical decision-making fits into organizational culture.

Effective training programs help instill medical ethics and human values while promoting compassion toward patients, family members and other caregivers. Successfully maintaining ongoing ethics education requires personnel who are committed to mentorship throughout the organization.

Supporting Ethical Behavior

Virtually all organizations promote ethical behavior through training and/or literature. However, the daily choices made by organizational leaders create more impact. Health care executives and administrators can serve as role models by listening to peers, accepting suggestions and taking responsibility for their actions. This engagement signifies that upper management will receive information with impartiality.

Leaders who do not openly encourage employees to speak up when unethical events occur, risk missing opportunities to improve the character of their organization. Health care administrators must clearly define and prove through example how much management values candid disclosures.

Nurturing Free Expression

Health care administrators can remove the negative connotation and stigma that usually comes with whistle blowing by re-framing the act...by presenting it as a high principled action of speaking up or raising a concern. This perspective allows employees to see whistle blower disclosures as normal and beneficial, rather than as a last resort to elicit change. Additionally, administrators can remind staff that patients are the

primary concern within the caregiving setting, emphasizing a compassionate rationale for speaking up.

By making staff members feel safe to voice their concerns, administrators build a personal rapport that helps prevent small problems from turning into major issues. Ethics-minded health care administrators understand that when employees speak up, it is not an affront to the organization but an opportunity to improve.

Discouraging Harassment

The health care field is not immune from workplace harassment. In fact over half of all women who work, no matter the field or industry, report sexual harassment during their careers.

The Civil Rights Act of 1964 protects employees from harassment due to gender, color or nationality. In 1967, the Equal Opportunity Employment Committee (EEOC) amended the act to prevent age discrimination as well.

These laws prohibit managers and employers from making biased decisions and require employers to take reasonable steps to prevent harassment. However, employers cannot address harassment allegations unless staff members speak up when it occurs. It is important for employees to clearly understand current harassment rights and reporting procedures.

Maintaining a Safe Work Environment

Health care administrators devise and continually maintain safeguards to protect employees who raise workplace concerns. Administrators also solicit patients for feedback to identify areas for improvement. This practice of continual feedback and improvement grows increasingly relevant, as new innovations continue to drive the health care industry.

By observing the practices of workplace ethics, health care administrators help to develop and promote exemplary organizations. To maintain this culture, administrators regularly audit ethics policies.

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