

## PART-II

### BHI-202- FUNDAMENTALS OF HOSPITAL ADMINISTRATION

#### UNIT-III- SERVICES, HEALTH AND HOSPITAL

- A. SERVICES (IN PART - I)
- B. HISTORY OF MEDICINE (IN PART - I)
- C. HEALTHCARE (IN PART - II)
- D. HOSPITALS (IN PART - I I)

#### C) HEALTHCARE (IN PART - II)

“ Health is the condition of being sound in body, mind and spirit ,especially freedom from physical disease or pain.” -Webster

“Health is a state of complete physical, mental and social wellbeing and not merely an absence of disease or infirmity.” - W.H.O.(1948)

1. BIOMEDICAL CONCEPT : Traditionally, health has been viewed as an “absence of disease” and if one has free from disease, then the person was considered healthy. This concept, known as the “biomedical concept” has the basis in the ‘germ theory of disease’.  
Enters HUMAN BODY Cause ILLNESS DISEASE  
MICROORGANISM. CRITICISM OF BIOMEDICAL CONCEPT : But it has been seen that some of the health problems such as accidents ,nutritional deficiency disorders, mental disorders, disease due to environment pollution also occur. Even germs also get an opportunity to multiply and thereby cause disease, it get appropriate environment inside the body to grow. □ According to biomedical concept, one factor ,i.e. Germ is responsible for illness ,but other factors which contribute to the illness are not considered.
2. ECOLOGICAL CONCEPT : So in the view of ecologists health problems occur due to environmental pollution or mans maladjustment or imperfect man environment. □ The ecological concept raises two issues, Imperfect man Imperfect environment. □ Disease a maladjustment of the human organism to environment. □ The ecologist put forward an attractive hypothesis which viewed

health as a dynamic equilibrium between man and his environment.

CRITICISM OF ECOLOGICAL CONCEPT : Ecologists have considered the external environment of human beings ,but internal environment is also responsible for disease. E.g ; Genetic inheritance, Hemophilia Mental retardation.

3. PSYCHOSOCIAL CONCEPTS: Health is not only a biomedical phenomenon, but one which is influenced by social, psychological, cultural, economic and political factors of the people concerned.
4. HOLISTIC CONCEPT:9. The emphasis is on the promotion and protection of health. □ The holistic approach implies that all sectors of society have an effect on health in particular, agriculture, animal husbandry, food, industry, education, housing, public works, communications and other sectors. □ It recognized the stronger of social, economic, political and environmental influences on health. □ The holistic model is a synthesis of all the above concepts.
5. DIMENSIONS OF HEALTH: Physical Mental Social Dimensions of health Spiritual Emotional Vocational.
  - a) Physical Dimensions: Smooth, easy, and coordinated bodily movements. } Regular activities of bowels and bladder. } Sound sleep. } A good appetite. } A sweet breath. } Not too fatty. } Bright eyes. } A clean skin. } A good complexion. }  
Signs of physical health : → To maintain proper physical health there is need for taking safety precautions, and regular follow up with the health care providers. □ Physical health is achieved by the exercise, healthy diet, adequate rest and sleep and no smoking or alcohol intake. □ Physical health means perfect functioning of the body in which each organ is working in harmony with the maximum capacity.
  - b) Evaluation of Physical Health : 1. Self assessment of overall health. 2. Inquiry about ill health and risk factors. 3. Inquiry in to medications. 4. Standardized questionnaire for cardiovascular and respiratory diseases. 5. Clinical examinations. 6. Nutritional and dietary history. 7. Biochemical and laboratory investigations
  - c) Mental Dimensions : But these are interrelated as physical illness can result mental illness and vice versa. How mental

illness influence physical health has been shown in fig; Mental illness DEPRESSION Poor nutrition intake Poor hygiene  
 Physical illness Prone to infection Decreased immune system □  
 Mental health is a state of balance between body and mind .  
 Earlier the body and mind were considered two separate entities.

- d) Mentally healthy person : 1. Mentally healthy person will be capable of making personal and social adjustment. 2. Mentally healthy person is free from internal conflicts. 3. He faces problems and tries to solve them intelligently. 4. He has good self control balances rationally and emotionally. 5. He knows him self his needs problems and goals. 6. He has strong sense of self esteem. 7. He serches for identity. 8. He lives a well balanced life means able to maintain the balance between work rest and recreation.
- e) social dimensions: Social functioning } Equality } Respect }  
 Intimacy } Communication } 3.Social Dimensions: An individual is socially healthy if he is able to maintain harmonious relationship with other members of society in which he lives. Social health rooted in “positive material environment” and “positive human environment” which is concerned with the social network of the individual.
- f) Spiritual Dimensions : Meditations ,prayers, or spiritual gatherings are organized to maintain spiritual health. □ It includes love , charity, purpose , principles , ethics, integrity,hope of life. □ Spirituality means in touch with deeper self and exploration the purpose of life, as people believe in some force that transcend physiology and psychology of human beings.
- g) Emotional Dimensions : ; o An emotionally healthy person has a positive thinking and is capable of coping and adjusting self.  
 o An emotionally healthy person participates in all the activities which are related to personal growth and his self esteem.  
 o Emotionally well people have the ability to express feelings freely and manage feelings effectively.  
 o They are also aware of and accept a wide range of feelings in themselves and others. □ Cognition is related to the mental health whereas

emotional health is related to the feelings of a person. □ Mental and emotional aspects of health are now viewed as two separate entities for human life. □ Emotional health is closely related to the mental health and is considered as an important element of health.

- h) Vocational Dimension : Behaviour of the management and administrator and of colleagues at job.→ Facilities attached to the job , → Assessing the satisfaction level at job , → Vocational dimension of health can be assessed by ; □ To be occupationally well, a person is ultimately doing exactly with what they want to do in life and are comfortable with their future plans. □ The choice of profession, job satisfaction, career ambitions and personal performance are all important components of this dimension.
- i) Other dimensions : Preventive dimensions θ Nutritional dimensions θ Educational dimensions θ Environmental dimensions θ Socio-economic dimensions θ Cultural dimensions.



## HEALTH INDICATOR:

**Health indicators** are quantifiable characteristics of a population which researchers use as supporting evidence for describing the health of a population. Typically, researchers will use a survey methodology to gather information about certain people, use statistics in an attempt to generalize the information collected to the entire population, and then use the statistical analysis to make a statement about the health of the population.

Health indicators are often used by governments to guide health care policy.

Example: A common example of a health indicator is life expectancy. A government might have a system for collecting information on each citizen's age at the time of death. This data about age at death can be used to support statements about the national life expectancy, in which case life expectancy would be a "health indicator". Life expectancy may be one of many "health indicators" which collectively researchers would use to describe the health of the population of the country.

### 1. Applications:

Health indicators are commonly used to guide public health policy.

### 2. Characteristics:

A health indicator which will be used internationally to describe global health should have the following characteristics:

1. It should be defined in such a way that it can be measured uniformly internationally<sup>1</sup>
2. It must have statistical validity.
3. The indicator must be data which can feasibly be collected.
4. The analysis of the data must result in a recommendation on which people can make changes to improve health.

### 3. List of health indicators:

Health indicators are required in order to measure the health status of people and communities.

## **Health Indicators**

- Crude death rate
- Life expectancy
- Infant mortality rate
- Maternal mortality rate
- Proportional mortality rate

## **Morbidity indicators**

- Prevalence
- Incidence
- Others

## **Health status**

Incidence counts of any of the following in a population may be health indicators:

- Low birth weight
- Obesity
- Arthritis
- Diabetes
- Asthma
- High blood pressure
- Cancer incidence
- Chronic pain
- Oral health
- Depression
- hospital visits due to injury
- reports of waterborne diseases or foodborne illness

## **Disability indicators**

- Disability adjusted life years (DALY)
- Others: Activities of daily living (ADL), Musculoskeletal disability (MSD) score etc.

## **Nutritional indicators**

- Proportion of low birth weight
- Prevalence of anaemia
- Proportion of overweight individuals

- Prevalence of underweight among under-fives
- Prevalence of stunting among under-fives
- Prevalence of acute malnutrition among under-fives

### **Social and mental health indicators**

- Alcohol related indicators
- Injury rates

### **Health system indicators**

- Healthcare delivery related
- Health policy indicators

### **Health Determinant**

- Smoking habits
- alcohol consumption habits
- Physical exercise habits
- Breastfeeding

### HEALTH CARE ORGANIZATIONS:

Various organizations exist to identify, collect, measure, share, analyze, and publish on the topic of health indicators. Here are some example organizations doing this:

- Health Metrics Network
- Institute for Health Metrics and Evaluation

### Classification of health care organizations

Types of Health Care Organizations:

- An understanding of the various health care agencies and their services could help the nurse manager to perform and assume his/her role effectively.
- Health care agency is considered as a setting for providing health care services (e.g. curative, preventive, and/or educational) to the society
- Whether in clinics; homes; ambulatory care settings; and hospitals.

Types of Health Care:

1. according to length of stay:1) Sort-stay facilities:• Which provide services to patients/clients who are suffering from acute conditions

that require less than 24 hrs of care. • Short stay may take place in separate units in a hospital, or in short -stay centers.

2. Traditional acute care: It takes place in the hospital • It includes patients staying more than 24 hrs but fewer • than 30 days: Long term care (3 Which include those agencies that offering • services to patients with major rehabilitation needs, chronic diseases, functional losses, or mental illness The average length of stay extends from • several months to years.
3. by type of service:: General hospital (1 Which offers medical, surgical, Obstetric, • emergency, and diagnostic as well as . laboratory services

#### **D) HOSPITAL:**

Definition: A hospital is a health care institution with an organized medical and professional staff, and with permanent facilities that include in-patient beds. Provide medical, nursing and other health related services to patients.

4. Specialty hospital (2 Which offers only a particular type of care. •: such as psychiatric hospitals - women's hospitals - children's hospitals - Specialty hospitals tend to be less common • than general hospitals
5. Community hospital (3 Which provides those services • provided in the general hospital but .for specific community
6. Tertiary hospital (4 Which are serving as referral centers for • clients with complex or unusual problems They have the facilities for specialized types of • care such as burn centers, bone marrow transplant centers, as well as resources for . general care. They serve a wide geographic area in addition to •. their own community Usually associated with a university or (Sub-acute care (transitional care (5 It is a growing type of services that may be • offered in a special unit of a hospital or may . be provided in long -term care setting The unit ) medical services + discharge rapid (Hospitals The unit ) rehabilitative services (Long-term facilities • . are a part of a large medical center.
7. In-home services (6 Which are provided in the community health • care agencies, by health care professional including nurses , physical therapists, social workers, and home health care aid: this care may be



- (1) Short-term: teaching and monitoring after hospitalization
  - (2) Intermediate-term: to assist an individual until self-care is possible
  - (3) Long-term: for those with ongoing health problems
8. Ambulatory care (7) Which refers to care services provided to • persons who are not hospitalized: The ambulatory settings include • The outpatient surgery centers Minor emergency clinics Outpatient dialysis units Outpatient birthing centers
  9. Classification by ownership: 1) The governmental hospitals are owned by: a- The Ministry of Health b- The University c- Military personnel d- Health insurance organization e- Health care. 2) Non-Governmental Organizations: For-profit agencies (PRIVATE): owned, operated, and controlled by individuals, groups, or private organizations.
  10. Non-for-profit agencies (Voluntary health agencies): • Owned and operated by non-profit groups or organizations (e.g. religious bodies & community boards) • The original capital costs are obtained in a variety of ways (e.g. through donation).
  11. Governmental Organizations: • Owned, administered, and controlled by government • Provide free care for patients • May offer private accommodation for free-paying patient

Hospital In the past, the hospital has been a place for care of the sick. Today the hospital has become a center of technical services for the sick and well, in patients as well as out-patients With greater emphasis on achieving the highest standard of patient care and community health.

#### Functions of the hospital:

1. Preventive function: o it is an emerging secondary function for the hospital and concerned with health promotion o It is geared toward providing the preventive services through a community health center o It takes an active role to improve the health of the population.
2. Curative function: o it is the primary function of the hospital and concerned with providing patient care o It refers to any type of care given to the patients by the health team members e.g. physicians, nurses, dietitians..... o Also includes health education to patients.
3. Training function: o It is a secondary function and concerned with providing training and educational courses for the professional and

technical personnel who provides health services (e.g. physicians, nurses, dentists, therapist.

4. Research function: o It is a secondary function and concerned with conducting the health related researches that focus on the improvement of the health and/or prevention of diseases.

### **Healthcare providers can be divided into groups:**

#### **Doctors**

The doctors are the primary care providers. A doctor studies for many years and gains experience for a few more years before he or she can actually practice as a doctor. There are different types of doctors. The doctors that we all refer to as 'doctor' is also called a physician or general practitioner. We go to them for first-level diagnoses and the treatment of colds, flu, and other conditions.

Other doctors are called specialists and have specialized in a field that usually requires more studying after completing their normal medicine studies. There is a wide range of specialists that include urologists, neurologists, cardiologists, oncologists, chiropractors, psychologists, dentists, paediatricians, etc.

#### **Nurses**

Nurses are not only in hospitals. There may be trained and registered nurses in a doctor's office to take blood pressure, do blood sugar tests, draw blood, etc. Nurses work closely with patients and their job in the healthcare process is often more important for recovery than the doctor's. They take care of patients and are there when things go wrong. Nurses can have different levels of qualification based on their studies and experience.

#### **Pharmacists**

Pharmacists have to study for a long time and know a lot about chemicals, medicines, side effects, and toxins. They are the people who give patients medications that a doctor prescribed for a specific condition. They can also advise patient's on over-the-counter medication to help with certain conditions. Pharmacists often help doctors understand what types of medicine to prescribe together to avoid serious side effects in the patient. They offer instruction on how to take medication and an answer the questions of the patient.

## Administrative Staff

Administrative staff at a doctor's office or a hospital is also an important part of the healthcare team. Without them, things may go very wrong. They handle appointments, payments, patient files, health insurance companies, specialists, medical reps, etc. They make the doctor's office or hospital run. They are definitely an integral part of the team.

## Technologists and Technicians

Before making a diagnosis, doctors often need more information about what is going on in the patient's body. To get this information, the doctor may send blood or urine samples to a lab for analysis. The technicians who work in the lab look for all kinds of things in the blood or urine to help the doctor make a diagnosis. These are laboratory technicians. The second set of technicians are radiology technicians. They are the people who take x-rays so a radiologist can evaluate them and make a diagnosis. Pharmacy technicians help pharmacists get prescriptions ready and even help with customers. All these technicians play an important part in the team.

## Therapists

Therapists are also specialists, but their services are different from those of doctors. They help people recover from illness or injury through working on physical aspects like speech, movement, coordination, etc. The main types of therapists include:

**Physical therapists** - They work with a person's muscles, movement, strength, etc. They are usually part of rehabilitation after an injury. People also visit them to loosen tense muscles or get rid of built-up tension. Sports players make use of physical therapists on a regular basis.

**Occupational therapists** - They also offer rehabilitative types of services. They work with children with developmental or mental problems. They work with patients who were injured or had a stroke and need to learn to walk, talk, brush their teeth, pick up a spoon, etc. all over again

**Speech therapists** - They work with people who struggle with speech, language, or swallowing. They help children with speech defects or who have trouble using a language correctly, etc.

The work that therapists do has a wide range and their rehabilitative and corrective services are crucial to especially children and people who have been severely injured.

### **Your Healthcare Team**

The specific healthcare team you need to address your individual health issues will be different from someone else's. A person with a sports injury will have different providers in his team than someone who is suffering from food poisoning or who was in a serious car accident. The healthcare team usually starts with the doctor who then refers the patient to the other members of the team for their specialized services. That is how your healthcare team gets built.

It should be clear that healthcare providers come in all shapes and sizes and that each of them has a very specific and necessary role in the healthcare process. So, next time you need to visit a doctor or specialist, think about all the people involved with helping you get better and healthy again. It is quite amazing.

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