Organizational Structure of a Hospital

OBJECTIVES/RATIONALE

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

TEKS: 121.2. (c) (6) (A-C) TAKS ELA 1, 3, 4, 5, 6

KEY POINTS

POWER POINT

I. Importance of Understanding Organizational Structure of Hospital
   A. facilitates the understanding of the hospital’s chain of command
   B. shows which individual or department is accountable for each area of the hospital

II. Complexity of Organizational Structure Depends on Size of Healthcare Facility; large acute care hospitals have complicated structures, whereas, the smaller institutions have a much simpler organizational structure

III. Grouping of Hospital Departments Within the Organizational Structure
   A. Although each hospital department performs specific functions, departments are generally grouped according to similarity of duties.
   B. Departments are also grouped together in order to promote efficiency of the healthcare facility.
   C. Common organizational categories might include:
      1. Administration Services (often referred to simply as “administration”)
      2. Informational Services
      3. Therapeutic Services
      4. Diagnostic Services
      5. Support Services (sometimes referred to as “Environmental Services”)

IV. Administration Services—business people who “run” the hospital
   A. Hospital Administrators
      1. manage and oversee the operation of departments
         a. oversee budgeting and finance
         b. establish hospital policies and procedures
         c. perform public relation duties
      2. generally include: Hospital President, Vice Presidents, Executive Assistants, Department Heads

V. Informational Services—documents and process information
   A. Admissions—often the public’s first contact with hospital personnel
      1. checks patients into hospital
         a. responsibilities include: obtaining vital information (patient’s full name, address, phone number, admitting doctor, admitting diagnosis, social security number, date of birth, all insurance information)
         b. frequently, admissions will assign in-house patients their hospital room
B. Billing and Collection Departments - responsible for billing patients for services rendered
C. Medical Records - responsible for maintaining copies of all patient records
D. Information Systems - responsible for computers and hospital network
E. Health Education - responsible for staff and patient health-related education
F. Human Resources - responsible for recruiting/hiring employees and employee benefits

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

c. In some facilities, Nursing is a service in and of itself.

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

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

IX. Traditional Organizational Chart:
Organizational Structure of Hospital Pyramid

**Board**
- President
- Vice Presidents
- Executive Assistants

**Administrative Services**
- Informational Services Department: Admissions, Medical Records, Billing, Information Systems, Educators, Human Resources
- Emergency Professionals: EMT, etc.
- Medical Laboratory: cytologist, medical technologist, phlebotomist, etc.
- Imaging (Radiology): Diagnostic Radiology, MRI/CT, Special Procedure Tech, Ultrasound Tech, Nuclear Medicine Tech, etc.
- Cardiology Lab: Electroencephalography (EEG) Lab
- Central Supply: Bio Medical Tech., Maintenance, Housekeeping, Transportation, Clerical, Food Service

**Informational Services**
- Therapeutic Services: PT, OT, Rad. Tech, Speech, Pharm, Psychologist, Sports Medicine, Music/Art Therapist, Respiratory Therapist, Social Worker
- Nursing: Er, floor, ICU, midwife, practitioner, surgical, etc.

**Therapeutic Services**
- Support Services