

UNIT 1

A Day in the Life of a Healthcare Manager

Занятие 3

HAVE (HAVE GOT)

Task 15. Complete the sentences with *have/has, have got/has got*:

1) Students at this University _____ the opportunity to complete their studies online. 2) We _____ a lot of opportunities to get involved into a variety of activities. 3) Professionals in the field of healthcare _____ great opportunities to improve the quality of healthcare services. 4) I _____ not any trouble with this. 5) I _____ a few questions to you. 6) She says she _____ not any work experience in this field. 7) If you _____ any claims, go to the administrator. 8) If a patient _____ any questions, they usually head for the administrators' office. 9) If you _____ any of these, let me know. 10) If I _____ a choice, I will opt for Stanford University. 11) They _____ extensive knowledge not only of anatomy and physiology, but also patient care and management. 12) He _____ the abilities to work as a healthcare manager. 13) She says she _____ a lot of qualities and abilities but she _____ the primary quality required. 14) Now we _____ a lot of career outlooks.

Task 16. Ask questions using *have got/has got*:

1) _____ you a laptop? 2) _____ you a car? 3) _____ you any questions to your teacher? 4) _____ your teacher any interesting ideas? 5) _____ you an online dictionary in your mobile phone? 6) _____ you any brothers or sisters? 7) _____ you mum a good job? 8) Who _____ the job of a doctor? 9) What apps _____ your mobile phone? 10) _____ the syllabus in Healthcare management any boring courses? 11) What skills _____ the head of the company? 12) Who _____ these duties? 13) What duties _____ you? 14) _____ you any duties at work?

PREPOSITIONS OF PLACE

before/in front of the desk/blackboard, etc.

on the desk, **on** the floor

behind the desk

be **under/beneath** the desk

beside/next to the desk

between the desk and you

be **in** the desk/**in** the class/**in** the classroom/**in** the lecture hall

at the desk/**at** the end of/**at** the beginning of/**at** a meeting/**at** a conference
lean **against** the desk/wall/chair

Task 17. Fill in the gaps with the appropriate prepositions:

I want to tell you about our English teacher. His name is Mr. Johns. We normally have our English 1) ___ Room 3F 2) ___ the third floor. Room 3F is 3) ___ the end of the hall. We always try to be in time for our English classes because Mr. Johns is very strict about being late. When he comes into the classroom, he stands 4) ___ the class and greets the students. He says ‘Hello’ or ‘Good morning’ while standing 5) ___ his desk. After greeting the teacher, we all sit 6) ___ our desks and our English class begins. During the class Mr. Johns often 7) sits ___ the desk. Sometimes he stands up and leaning 8) ___ his desk explains something. We often write tests in class, and when we do, Mr. Johns takes some sheets of paper which are 9) ___ his desk and hands them out. While writing a test, he always stands 10) ___ the end of the classroom to make sure that nobody is cheating.

PREPOSITIONS OF TIME

at the beginning of/**at** the end of

at the weekend

at present

at the moment

at 5 o'clock

in time

in 2015

in September

in spring/summer/autumn/winter

in the morning/afternoon/evening

in a month

during the class

before the class

after the class

on Friday

on weekdays

on January 1/**on** the first of January

Task 18. Complete the gaps with the appropriate prepositions of time:

- 1) _____ present we are developing a new payment model for health care services.
- 2) All employees must be _____ time for work.
- 3) Healthcare managers, like leaders of other businesses, usually start their working day early _____ the morning.
- 4)

Hospital meetings usually take place _____ Mondays. 5) I am having a job interview _____ March, 2. 6) _____ the class students are usually asked a lot of questions. 7) Healthcare managers usually work full time _____ weekdays and they often work _____ weekends as well. 8) _____ the class students often stay to ask the lecturer a few questions to clarify some vague or ambiguous things. 9) Clinical sessions normally start in hospital _____ 8.30 a.m. 10) He is starting a training course in Business Administration _____ September. 11) _____ 2020-2022 there will be better employment prospects for healthcare managers. 12) _____ the end of each month a healthcare administrator must present a report about the hospital's performance. 13) _____ a month or so, he will be able to assist the Head of Therapy department.

VOCABULARY

Use your dictionary to look up the new nouns:

activity	employer	medical records
administrator	environment	mentoring
communication	expense	physician
convention	hospital	schedule
department	liaison	setting
employee	manager	staff

Use your dictionary to look up the new adjectives:

adequate	indispensible	responsible
complex	irregular	up-to-date
crucial	main	vital

Use your dictionary to look up the new verbs:

to attend	to integrate	to oversee
to be in charge of	to keep records of	to participate
to call in	to manage	to recruit
to develop	to monitor	to require
to ensure	to observe	to resolve a dispute
to expand	to operate	
to hire	to raise funds	

Task 20. Derive nouns from the following verbs using the suffixes *-er*, *-or*:

e.g. to teach → *teacher*
to invest → *investor*

To administrate	
To communicate	
To employ	
To manage	
To mentor	
To observe	
To operate	

To oversee	
To record	
To recruit	

Task 21. Fill in the gaps with the most appropriate words provided:

1) Managers play a *responsible/vital/complex* role in the work of a medical facility. 2) It is necessary to keep records of all *employees/activities/expenses*. 3) Managers often *attend/visit/travel* staff meetings. 4) Healthcare managers often work *short/irregular/adequate* hours. 5) Overseeing daily operations of all *departments/faculties/rooms* in a hospital is one of the manager's tasks. 6) Healthcare managers are involved in many types of *fields/settings/activities* in a hospital. 7) The job of a healthcare manager is often *complex/up-to-date/main*. 8) A manager acts as a *liaison/employer/manager* between the governing board, medical staff, and department heads. 9) Medical and support *staff/employees, physicians* often assist managers in their work. 10) Managers *integrate/expand/recruit* new doctors, nurses, interns, and assistant administrators.

Task 23 Study the following patterns and build sentences according to these patterns:

e.g. A healthcare manager is in charge of a hospital.

A healthcare manager is responsible for the hospital operating safely and efficiently.

1. physicians	1. examine patients; take medical histories; prescribe medications; and order, perform, and interpret diagnostic tests
2. medical support staff	2. look after the general well-being and comfort of patients
3. managers	3. manage personnel and everyday operations; ensure quality of medical care provided to patients
4. mentors	4. share with a mentee information about his or her own career path; provide guidance, motivation, emotional support
5. department heads	5. enhance communication within the department, between the department and other departments, between the department and the administration
6. governing board	6. drive forward the strategic direction of the organization
7. nurses	7. provide hands-on care to patients; observe and monitor patients' conditions; maintain records; communicate with doctors

8. assistant administrators	8. manage and distribute information within a hospital
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Домашнее задание

VOCABULARY

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Use your dictionary to look up the new adjectives:

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Use your dictionary to look up the new verbs:

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to expand	to operate	
to hire	to raise funds	

Task 19. Translate into English:

1) Совещания обычно по понедельникам в 9 утра. 2) Главный врач иногда бывает здесь в выходные. 3) Утром весь медицинский персонал (*medical staff*) обычно в отделении. 4) Мы всегда вовремя на работе/занятиях. 5) В настоящее время это не такая большая проблема. 6) На занятиях мы обычно ведем себя тихо (*be quiet*). 7) По будням врачи часто работают сверхурочно (*to work long hours*). 8) Совещание 22 января в пятницу. 9) Они будут дома через 5 дней. 10) Этот отчет обычно находится на столе главного врача. 11) В конце дня он обычно очень устает (*be tired*). 12) Сейф находится под столом. 13) Все учащиеся в аудитории. 14) Бумаги, которые вам нужны, в столе. 15) Приемная (*waiting room*) находится в начале коридора.

Task 22. Answer the following questions:

1) What skills are particularly important for healthcare managers: communication or listening skills? 2) What type of records do managers keep in a hospital? 3) Who do healthcare managers provide mentoring to? 4) Who does the hospital staff include?

5) Who is in charge of a clinical setting? 6) Which of these is a healthcare manager likely to attend: a convention, a physician or an employee? 7) How can you characterize the job of a healthcare manager? 8) Who is a healthcare manager responsible for? 9) What do healthcare managers participate in? 10) Who do managers develop work schedules for? 11) What might be up-to-date in a hospital? 12) Whose work do healthcare managers oversee? 13) Who can a healthcare manager hire?