UNIT 1
A Day in the Life of a Healthcare Manager
Занятие 2

PRONOUNS
Task 8. Fill in the gaps with the appropriate pronous, using the prompts:

1. This is Mr. Johnson. _____ (he) is _____ (we) administrator. 2. The hospital purchased a new piece of equipment. _____ (it) in the operating room now. 3. The hospital employs 45 nurses. All of _____ (they) are very qualified. 4. _____ (she) works as a receptionist in a medical office. 5. _____ (she) finds _____ (she) job very challenging. 6. _____ (you) observe a nurse coming from a patient's room. _____ (she) is visibly upset. 7. _____ (it) is 10 a.m; a busy time on the floor. 8. A patient arrives at the registration desk. _____ (he) parents are accompanying _____ (he). 9. If a patient/client has sensory problems, medical staff should speak to _____ (he) slowly. 10. Receptionsists who take messages for doctors need to know when _____ (they) are available, where _____ (they) are going to be, and when _____ (they) will be back. 11. This hospital has about 8,400 clinical and administrative employees and _____ (it) is one of the area's largest employers. 12. Grace is a retired teacher who is suffering from Alzheimer disease. _____ (she) lives in a nursing home. _____ (she) brother gives consent for _____ (she) to be transferred to a different hospital. 13. We involve _____ (we) students in all aspects of health care business operations, from economics and accounting to budgeting and financial management. 14. The staff of this hospital are very friendly. _____ (they) always respond to the patients' needs.

BE
VERB PHRASES WITH 'BE'

be on duty	be concerned about
be in time for	be at home/at work
be popular with	be interested in
be famous for	be late for
be tired of	be worth smth./doing smth.
be busy with	be applicable to (apply to)
be afraid of	be derived from (derive from)
be keen on	be indicative of (indicate)
be good at	

It is necessary for an efficient healthcare manager to be reliable.
It was important for us to attend that meeting.
It will be essential to explore the problem in detail.

Important, necessary, essential, advisable, compulsory, difficult, easy, safe, hard, dangerous, good, cheap

Task 10. Translate into English:

1) Медицинскому персоналу обязательно приходить на работу во время. 2) Важно любить свою работу. 3) Необходимо будет привлечь (*to involve into*) больше студентов к этому проекту. 4) Существенным станет участие (*to participate*) в этом проекте. 5) Желательно уделять больше времени (*to put greater emphasis on/to pay more attention to*) английскому языку. 6) Трудно разбираться во всем. 7) Было легко выполнить эту работу. 8) Безопасно использовать эти материалы. 9) Всегда трудно идти в ногу со временем (*to be up-to-date*). 10) Хорошо быть дружным с коллективом. 11) Дешево закупать медицинские расходники (*medical supplies*) здесь. 12) Опасно жить без страховки (*insurance*).

Task 11. Fill in the gaps with the verb 'be' in the appropriate forms:

1) Healthcare _____ (be) a constantly changing field. 2) These managers _____ (be) very professional. 3) The previous manager_____ (not/be) very friendly with the staff. 4) The duty of a manager _____ (be) to set team goals and develop strategies to achieve them. 5) Who _____ (be) responsible for mentoring the employees? 5) He _____ (be) on duty tomorrow. 6) The name of the healthcare manager_____ (be) Steve Brown. 7) She _____ (be) very clever and qualified. 8) I _____ (be) always on duty at weekends. 9) Meetings with other healthcare organizations _____ (be) important for developing a network of contacts in the future. 10) One of the healthcare manager's primary concerns _____ (be) ensuring that patients and clients receive adequate services. 11) I _____ (be) sure I _____ (be) not a leader. 12) Last year we _____ (not/be) interested in that job. 13) If you _____ (not/be) interested in this position, don't apply for it.

Task 12. Build questions using the prompts:

e.g. be/all doctors/busy/now?
   Are all doctors busy now?
1) be / you/ busy / tomorrow?
2) be / oral communication skills / vital / for a healthcare manager?
3) be / good managers / able to sense when something is likely to go wrong?
4) be / healthcare / a large and diverse field?
5) be / involved / insurance companies / in delivery of healthcare services?
6) be / healthcare managers / responsible for recruiting staff?
7) be / you/ at the meeting / yesterday?

8) be / leadership skills / vital for healthcare managers?

9) be / the healthcare manager /in?

10) be / found / healthcare managers / in insurance sales positions?

11) be / healthcare managers / in charge of / the whole facility/or just a department?

Task 13. Using the words in brackets, ask questions to the underlined parts:

e.g. A healthcare manager is a <u>good</u> leader.

   What leader is a healthcare manager?

1) Being a healthcare manager is <u>about more than being knowledgeable in the field of medicine.</u> (What…about)

2) This job is <u>highly demanding and stressful.</u> (What kind of …)

3) This multispecialty hospital is famous for <u>providing world class facilities.</u> (What …for)

4) This is indicative of <u>the importance of a healthcare manager in a clinical setting</u>. (What …of)

5) For most healthcare managers, the basic work environment is <u>an office at a medical facility</u>. (What …)

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Домашнее задание:

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Task 9. Fill in the most appropriate pronouns (I/ me/ my/ you /your/ he/ him/ his/ she/ her/ we/ us/our/ they/ them/ their):

1. What do healthcare managers do? _____ run medical facilities.

2. If I want to become a healthcare manager, what qualifications will _____need?

3. To become a healthcare manager, _____ need at least a bachelor's degree in healthcare management.

4. If _____ are interested in becoming a healthcare manager, it is necessary to do a few things.

5. If you desire to work for a government healthcare entity as a healthcare manager, _____ research should include government roles in healthcare management.

6. I chose this clinical setting because _____ offers a range of support for different types of patients.

7. No one wants to spend _____ time sitting in the waiting room. The staff are aware of how busy the life is for _____.

8. To perform your duties, _____ must have exceptional communication and customer service skills, finance and accounting expertise.

9. _____ is always important to remember to keep _____ personal life and work life separate.

10. Although _____ may treat friends and family, you must always follow the work guidelines despite the relationship. At work, _____ are your clients only.

11. New England Journal of Medicine (NEJM) is a weekly medical journal. The oldest continuously published medical journal, _____ was first published in 1811.

12. _____ is no surprise to say that communication is a must-have skill for almost any industry.

13. Managers in hospitals are expected to look out for patients, staff, and the hospital's best interests while putting _____ own worries to the side.

Task 13. Using the words in brackets, ask questions to the underlined parts:

6) Leadership and organizational skills are necessary for <u>any healthcare manager</u>. (Who … for)

7) <u>Face-to-face</u> interaction is usually a prerequisite for effective coordination between different departments within a facility. (What kind of …)

8) The general duties of healthcare managers are <u>improving the efficiency and quality in the delivery of healthcare services, keeping up-to-date with changes in healthcare technology, managing the finances of the facility</u>. (What …)

9) You will be responsible for <u>managing a large team, depending on the size of the facility you work for</u>. (What … for)

10) Healthcare management is a great choice for <u>someone who wants to be in healthcare but isn't so sure about working with patients in a hands-on way</u>. (Who … for)

Task 14. Answer the questions:

1) What are you like? (What kind of person are you?) 2) Are you always in time for your classes? 3) Is the job of a healthcare manager popular with students/in our country? Why? 4) What are University of Oxford, Harvard University, University of Cambrdige, Impreial College London and Stanford University famous for? 5) When are you usually tired? 6) What are you busy with every day? 7) Are you afraid of anything? 8) What are you keen on? 9) Are you good at English? 10) What are you most concerned about? 11) At what time will you be at home tomorrow? 12) Were you in time for your classes yesterday? 13) Are you sometimes late for classes? 14) What are you interested in? 15) Is English worth learning? 16) Are all lectures and practical classes worth attending? 17) Will knowledge you gain in your English classes be applicable in the future? 18) What is the English term 'economics' derived from? 19) Is it necessary to work hard if you want to succeed in life?