

## UNIT 2

### Healthcare Management Training Programs in Russia and Abroad

#### Занятие 10

**Task 26. Read the information below about the American Association of Healthcare Administrative Management certification exams/programs and the reasons why these certification programs are important and make sentences using the pattern:**

*If you apply for ... you will be able to ...*

#### **Requirements for Applying for Certification Exams**

1. A Certified Revenue Cycle Professional Certification program

2. A Certified Medical Manager Certification program

3. A Certified Healthcare Financial Professional Certification program

4. A Certified Professional in Healthcare Quality Certification program

#### **Reasons**

A. enhance your understanding of the competencies and knowledge needed in the healthcare finance profession

B. prove that you have achieved a high level of competency in physician practice management.

C. manage finances, key aspects of the revenue cycle, billing procedures

D. document that you possess medical management skills that distinguishes you as a professional

E. gain knowledge of the principles and practice of healthcare quality.

F. have a broad range of business and financial skills essential for succeeding in today's high-value healthcare environment.

**Task 27. The Certified Medical Manager (CMM) exam tests the candidates' skills, abilities and knowledge that are used to manage physician offices, hospital departments and other healthcare settings. There are nine domains of medical administration that are tested. Study the domains below and say what competences the exam places emphasis on:**

**Use the pattern:** *This CMM exam places emphasis on ...*

First, revenue management covers insurance billing and patient collections.
Second, risk management asks questions about compliance, human resources, medical liabilities and personnel management.
Third, finance involves payroll, accounting and financial planning.
Fourth, contract management covers vendor negotiations and patient agreements.
Fifth, business management covers facilities and licensure administration.
Sixth, technology and data management asks about systems analysis and Electronic Health Record (EHR) systems.
Seventh, an additional domain covers clinical performance reporting, physician quality reporting systems (PQRS) and patient clinical education.

**Task 28. Mind different forms of speaking about requirements:**

1. *Some positions in healthcare administration **may require** a Master's degree.*
2. *A Bachelor's degree **is the minimum requirement for** a healthcare administration position.*
3. *Healthcare administrators **should be** well qualified for leadership roles.*
4. *They **must be able** to manage not only the finances but also human resources and daily operations of healthcare settings.*

**Task 29. Translate into English:**

1. Степень бакалавра – минимальное требование для работы в системе управления здравоохранением.
2. Руководителю в системе здравоохранения необходимо уметь (*be able to*) управлять финансовыми средствами.
3. Студенты, изучающие (*do a course in*) менеджмент в здравоохранении, изучают основы бизнеса.
4. Медицинские учреждения охотнее (*be willing to*) нанимают тех, у кого есть степень магистра.
5. Опыт работы в медицинском учреждении представляет ценность для руководителя такого учреждения.
6. Эти программы обучения глубоко изучают теоретико-практические аспекты управления в здравоохранении.
7. Со степенью магистра ты оказываешься (*seem*) более подготовленным для руководящей должности.
8. Магистерская степень повышает твою конкурентоспособность в сфере управления в здравоохранении.
9. Чтобы повысить (*improve*) свою компетенцию, можно (*possible*) пройти официальную сертификацию по одной из программ.
10. В сфере управления в здравоохранении необходимо быть полностью (*fully*) приверженным своей работе.
11. Аттестация (сертификация) в области менеджмента в здравоохранении позволит быть в курсе новейших (*the latest*) клинических и иных практик.
12. Для повышения (*improve*) профессиональной компетенции, необходимо ежегодно проходить курсы повышения квалификации

## ***SPEAKING***

### **Booking a hotel**

**Task 30. Do you write emails or letters in English? If so,**

- what do you write about?
- do you have problems writing in English? If so, what kind of problems do you have?
- what are the potential ways of booking a hotel?
- which of these ways do you prefer?

**Task 31. Do the correspondence quiz:**

1. What are these dates in British English and American English: <b>a.</b> 11/4/18 <b>b.</b> 12/8/2020 <b>c.</b> 3/5/19	4. What do these abbreviations mean? <b>a.</b> info. <b>b.</b> nos. <b>c.</b> attn <b>d.</b> asap <b>e.</b> enc.
2. Which is correct? <b>a.</b> Dear Mr. James Turner <b>b.</b> Dear Mr. Turner	5. Match the beginnings and endings: <b>a.</b> Dear Mrs Alvarez <b>b.</b> Dear Sir/Madam <b>c.</b> Dear James <b>d.</b> Hi
3. In correspondence with a woman, when do we use: <b>a.</b> Miss? <b>b.</b> Ms? <b>c.</b> Mrs?	1. Best wishes/Best regards 2. See you soon. 3. Yours sincerely/Yours/Best regards 4. Yours faithfully

**Task 32. Read the emails and answer the questions below:**

**To:** Hotel Britannique – Paris Louvre **From:** Olga Smith  
**Subject:** Reservation

I am attending MedExpo in Paris and would like to reserve a single room for four nights from 3 to 6 May. Please could you send confirmation of this booking.

Olga Smith  
Addenbrooke's Hospital  
Cambridge University Hospitals NHS Foundation Trust

**To:** Olga Smith  
**Subject:** Re: Reservation

**From:** Hotel Britannique – Paris Louvre

Thank you for your email. We have reserved a single room for you for four nights from 3 to 6 May.

We look forward to welcoming you on 3 May.

Louise O'Pair

Reservations, Hotel Britannique – Paris Louvre

20 Avenue Victoria, 75001 Paris, France

Tel: +33 1 42 33 74 59

- 1) What does Olga want to do?
- 2) What room does she want?
- 3) For how long does she want the room?
- 4) When is MedExpo exhibition in Paris due to take place?

**Task 33. Read the conversation between Olga Smith and the receptionist and complete the gaps with the words/phrases from the box:**

Thank you for your help. help you?	we're fully booked by email	what a pity	How can I
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**R=Receptionist, O=Olga**

R *Hotel Britannique. Bonjour.*

O *Bonjour.* Do you speak English?

R Yes. (1) \_\_\_\_\_

O My name is Olga Smith. Last week I booked a room from the 3<sup>rd</sup> to the 6<sup>th</sup> of May ... um, you confirmed the reservation (2) \_\_\_\_\_.

R Oh, yes, Ms Smith. I remember.

O I'd like to book a single room, for a colleague, for the 4<sup>th</sup> of May.

R Let me see. Oh, I'm very sorry, Ms Smith, but (3) \_\_\_\_\_ on the 4<sup>th</sup> of May because of MedExpo.

O Oh, (4) \_\_\_\_\_ .

R You could try the *Hotel de la Place du Louvre*.

O yes, I'll do that. (5) \_\_\_\_\_ Goodbye.

R We look forward to seeing you on the 3<sup>rd</sup> of May, Ms Smith. Goodbye.

**Task 34. Olga Smith checks in at the hotel. Guess what phrases are appropriate to the situation:**

*I'd like a room, please.*

*I have a reservation.*

*Could you fill in this form, please, and sign here?*

*Here's your key.*

*Here's your keycard.*

*Have you got a suitcase?*

*The porter will take your luggage.*

*Could I have an early morning call, at 6.30?*

*Do you need anything else?*

**Task 35. Work in pairs. Role-play these situations:**

<b>Student A (you are a guest)</b>	<b>Student B (you are a receptionist)</b>
<b>Situation 1</b> Telephone the Hotel Due Torri in Verona to book a single room for 3-4 September	Answer the telephone. Accept the booking.
<b>Situation 2</b> You want to bring your husband/wife with you so you need a double room. Telephone the hotel again and try to change the booking.	Answer the telephone again. One guest cancelled a double room this morning. You have one double room available on 3-4 September.

Подготовиться к контрольной работе № 2

**Grammar:** *There + be. Present, Past, Future Simple Active.*

**Vocabulary:** *Becoming a healthcare manager*

**VOCABULARY**

**Use your dictionary to look up the new nouns:**

ability	finances
advantage	foundation
bachelor's degree	leadership
candidate	master's degree
certification	position
competence	requirement
eligibility	resources
expertise	

**Use your dictionary to look up the new adjectives:**

competitive	previous
continuing	primary
human	well-prepared

**Use your dictionary to look up the new verbs:**

to advance into	to gain
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to assist	to pursue
to be committed to	to subscribe to

**Вопросы на устное собеседование по разделу 2 “Healthcare Management Training Programs in Russia and Abroad”:**

- Are healthcare management training programs popular in Russia?
- Do you know any foreign universities providing healthcare management training programs?
- What are the admission requirements for a bachelor’s degree program in healthcare management?
- What degree do graduates of a bachelor’s degree program in healthcare management earn?
- Do all universities provide master’s degree programs in healthcare management?
- What do healthcare management training programs differ in?

5) What disciplines were you particularly interested in at school? 6) Where will you be in ten years’ time? 7) Will you take any exams in summer? 8) Was it difficult for you to choose your prospective career? 9) Who/what motivated you to go into healthcare management? 10) Are you aware of the challenges that healthcare managers face? What are they? 11) Have you got any experience of coping with challenges? 12) What was the biggest challenge that you have ever faced? 13) What challenges do students usually face? 14) What is the training programme in healthcare management like? How is it structured? 15) Is the course in healthcare management in Russia different from that in other countries? How is it different?

1) Are there any universities in Russia which offer training programs in healthcare management? What are they? 2) Is there a great demand for healthcare managers in Russia? In the world? 3) How many students are there in your group? 4) How many disciplines are there in the syllabus for first-year students of Healthcare Management department in the first semester? 5) Are there any courses that you have difficulty doing? 6) Are there any courses which are especially appealing to you? 7) Will there be any seminars tomorrow? 8) Will there be any conferences at the University next month? 9) Will there be any new students in your group next year? 10) Were there any mistakes in your last English test? 11) Were there any demonstrations at the lecture in macroeconomics?