

UNIT 3
Employment Outlooks for Healthcare Managers
Занятие 12

WARM-UP ACTIVITIES

Task 1. Decide which step of the career planning process is relevant for you right now and start from there:

Choosing a career is one of the most important decisions you make in life. Career planning is an ongoing process that can help you manage your learning and development. You can use the four step planning process whether you are: *at school; at college; an adult returning to education or adding on skills; an adult changing job or career.*

The career planning process has four steps:

Step 1: **knowing yourself**
Step 2: **finding out**
Step 3: **making decisions**
Step 4: **taking action**

1) Step 1: knowing yourself

Begin by asking yourself the following questions:

- Where am I at now?
- Where do I want to be?
- What do I want out of a job or career?
- What do I like to do?
- What are my strengths?
- What is important to me?

2) Step 2: finding out

Once you have some idea of your occupational preferences you can research the specific skills and qualifications required for those occupations.

- Explore occupations that interest you and ask yourself how do my skills and interests match up with these occupations?
- Where are the gaps?
- What skills do I need?

3) Step 3: making decisions

Ask yourself:

- What are my best work/training options?
- How do they match with my skills, interests and values?
- What are the advantages and disadvantages of each option?
- What will help and what will hinder me?
- What can I do about it?

4) Step 4: taking action

Begin by asking yourself:

- What actions/steps will help me achieve my work, training and career goals?
- Where can I get help?
- Who will support me?
-

Task 2. Study the following and practice substantiating your choice of career in healthcare management:

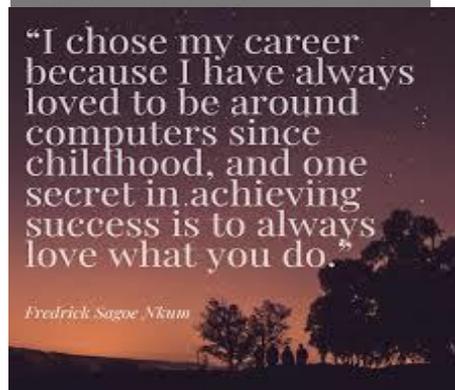
The reason I choose this career because ...
I chose this career because ...
I chose my career because ...
I chose this career path because...
I chose this profession because of its...

Why I choose this career

- The reason I choose this career because I have interesting in working in NASA every since I was a kid. Also I want to gain enough experience in flying so later on in the future I'll have a better chance to become an astronaut.

Why have you chosen this field as your career

- I chose this career because its a fun job and also in the future I want to help the kids learn



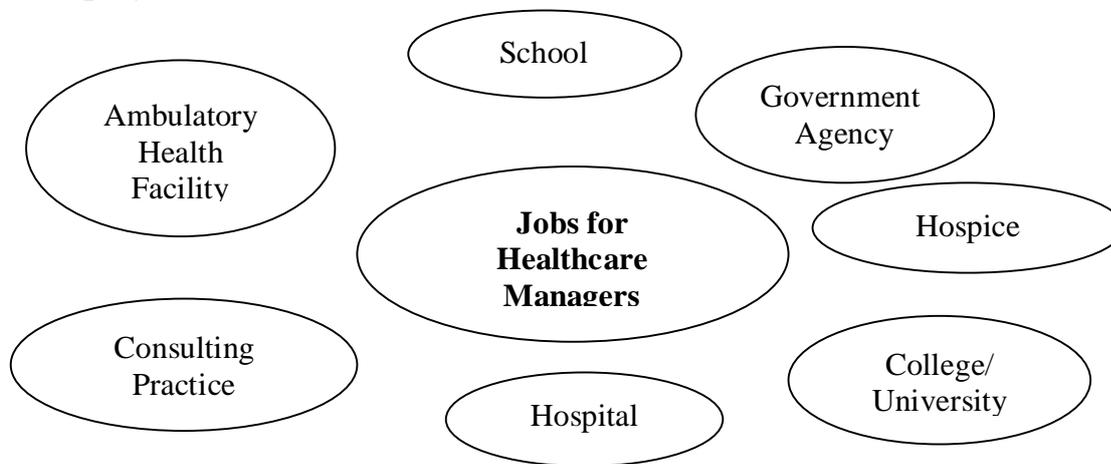
Task 3. Answer the questions, using the prompts below:

1) Why do people choose to pursue a career in healthcare administration/management? Why did you choose healthcare management as your prospective career? Give reasons using the pattern:

e.g. I chose this career because there are a lot of /plenty of positions and work settings where I can get a job.

| |
|---|
| <i>variety of positions and work settings, areas of specialization in which you can pursue a career</i> |
| <i>a range of areas of specialization in which you can pursue a career</i> |
| <i>opportunities for career advancement</i> |
| <i>competitive salaries</i> |
| <i>a booming sector worldwide</i> |
| <i>continue self-improvement and education</i> |
| <i>a competitive advantage within the healthcare sector</i> |
| <i>visible and valued role in the community</i> |

2) What are the potential fields in which healthcare managers can be employed? Study the spidergram and pick out those in which healthcare managers can be employed:



Task 4. Here are job interview questions. Pick out those which can be asked a healthcare manager when he/she applies for the job:

- 1) Why did you choose this particular field?
- 2) What are your salary expectations?
- 3) What did you do between college and management school?
- 4) What is a successful administrator like?
- 5) What courses did you do at your management school?
- 6) How do you cope with difficult (challenging) situations?
- 7) What was your favorite discipline at management school? Why was it appealing to you?
- 8) Are you a team player or do you prefer to work on your own?
- 9) Why did you decide to switch from your previous field to administration?
- 10) What are the two or three things that are important for you in the job of administrator?
- 11) What qualities do you think a good administrator should have?
- 12) What are your three best qualities?
- 13) What are your short- and long-term career goals?
- 14) Why are you seeking employment with us?

15) Are you fluent in English?

16) How will English advance you in your job?

GRAMMAR

PRESENT, PAST, FUTURE CONTINUOUS ACTIVE

Task 5. Read the conversation and complete the gaps with the verbs in the Present Continuous:

A: Hello, James. What you 1) _____ (do) over here?

B: Hello, Julia. I've just been here for a few days. I 2) _____ (attend) the conference at the 'Gerontology' Research Medical Centre.

A: Where 3) _____ (you/stay)?

B: At the Grand Hotel.

A: OK. And how's your business?

B: Not that good. The recession 4) _____ (affect) us. People 5) _____ (use) healthcare services, but they 6) _____ (not/pay) much for their treatment, but it could be even worse. How about you?

A: It's much the same over here. Companies just 7) _____ (not/buy) new equipment, so our Purchase Department 8) _____ (not/do) very well. Still, our Financial Services Department 9) _____ (get) some new customers, because there are still plenty of people who 10) _____ (look) for good financial advice.

Task 6. Work out the questions for the answers:

1) _____

- Yes, the healthcare manager is writing an email to his colleague now.

2) _____

- No, the conference is taking place at 10 am tomorrow.

3) _____

- The administrator of the medical center is interviewing a new employee at the moment.

4) _____

- Now we are providing healthcare services to students and young families free of charge.

5) _____

- She is at the meeting right now and is giving a talk about employment outlooks for healthcare managers.

6) _____

- The healthcare manager is speaking to the patient's relatives.

Task 7. Make sentences in the Present Continuous Active using the following prompts. Sometimes the sentences are negative or interrogative:

1) The doctor / with the hospital manager / to discuss / the clinical case / of / the patient / with / a heart stroke.

2) I / the most appropriate electronic *medical records (EMR) software* options / look for

- 3) The healthcare manager/ to interview / a new staff member/ at 3 pm / tomorrow.
- 4) Many / seriously ill / elderly / patients / to stay / in the hospital / now.
- 5) The meeting with the representatives of a new cancer center / to take place / on / the 1st of March / at 11 am.
- 6) Now / healthcare managers / to work / as hospital staff / and / to earn / the median annual paychecks of \$104,340 / in the US.
- 7) I / to go / for a job interview / at 1 pm / next Tuesday.
- 8) Is / this patient / the nurse / to the Radiotherapy department / to take?
- 9) The healthcare manager / with a new patient / to handle / some problems.
- 10) We / your working hours /now / not to discuss.

Task 8. Complete the sentences, using the prompts in brackets in the Past Continuous Active:

- 1) When the patient came to the out-patient department, (the receptionist / to speak to / the nurse).
- 2) At 2 pm last Tuesday (our healthcare manager / to check / the work schedule).
- 3) (The receptionist / to register / a new patient with a terminal illness), when another patient asked for help.
- 4) (The healthcare manager / to discuss some issues / with the employees) when the telephone rang.
- 5) When the ambulance arrived, (the injured man /to feel /very bad).
- 6) When the healthcare manager saw the new colleague, (he / to sign / some documents).
- 7) When I saw the nurse, (she / to head for / the exit).
- 8) (The manager / to study / documentation for medical equipment) when he noticed a mistake in the contract.
- 9) When the physician saw the elderly patient, (she / to stand / and / to lean against the wall).
- 10) At 3 pm last Thursday (the manager / to oversee / the schedule of the medical staff).

Task 9. Nick's colleague George has tried to phone him several times without success. Complete the conversation by putting the verbs in brackets into the correct form of the Past Continuous Active:

George: I rang you at 9.15 and at 9.30 but the phone was engaged. Who 1) you _____ (you/talk) to?

Nick: Oh, I 2) _____ (call) some clients.

George: And I tried again at 10.15, but there was no reply.

Nick: At 10.15? I think I 3) _____ (discuss) the new updated patient database with my deputy.

George: And then I rang back again at 11.10.

Nick: Yes, I was out. I 4) _____ (have) coffee in the cafeteria.

George: I thought so, so I rang again at 11.30.

Nick: I was out again. The new marketing director and I 5) _____ (check) the medical equipment for some exhibitions.

George: What 6) _____ (you/do) at 1.30, then? I called again, and tried to leave a message but even the answering machine 7) _____ (not/work)!

Nick: Oh, the marketing director and I 8) _____ (have) lunch. Anyway, what did you want to talk about?

George: Oh, nothing special. I just wanted to try out my new mobile phone.

Task 10. Make sentences in the Future Continuous Active, using the following prompts:

1) On August 25 / at 11 am / the hospital / to organize / an official presentation of the new equipment.

2) The healthcare manager / to attend / a meeting / at this time tomorrow?

3) Through the whole morning tomorrow / the healthcare manager of the insurance company/ to negotiate / with 'China Life Insurance' company.

4) At 10 pm tomorrow / the hospital manager / still / to work?

5) The healthcare manager / to sign / the contract / at his office / at this time tomorrow.

6) You / to discuss / the work schedule / for the next week / with the healthcare manager / when I call you?

7) At 11 am tomorrow / the healthcare manager / to update / vaccine and immunization information / on the web site / of the Center for Disease Control and Prevention.

8) The healthcare manager / to monitor / how the medical staff work / next Thursday / from 9 till 10 am.

9) Tomorrow morning / from 8 till 11 am / our healthcare administrator / to oversee / the admission of new patients / to the nursing home.

Task 11. Translate the sentences into English. Write questions in the Future Continuous Active for the following answers:

1) _____

- Руководитель клиники будет контролировать (*to oversee the admission*) прием новых пациентов с 12 до 15 в следующий понедельник. (Who.....).

2) _____

- Завтра в 10 утра заместитель главного врача кардиоцентра вместе с медицинским персоналом будут проверять (*to test*) новое оборудование в отделении неотложной хирургии (*emergency surgery department*). (Where.....).

3) _____

- В пятницу с 14 до 15 дня руководитель стоматологического центра будет составлять рабочий график (*to develop the work schedule*) на следующую неделю. (What.....).

4) _____

- Послезавтра руководитель медицинского центра будет обновлять (*to update*) информацию о вакцинации на сайте в 10 утра, когда я поеду на конференцию. (When.....).

5) _____

- Завтра все утро менеджер страховой компании будет подсчитывать объем (*amount*) страховых выплат (*premium*). (What.....).

6) _____

- Завтра в это время руководитель будет проводить совещание с медицинским персоналом. Он будет занят до 11. (Who.....with).

7) _____

- Завтра в это время наш руководитель будет посещать выставку медицинского оборудования в Москве. (Where.....).

8) _____

- Завтра на совещании в 10 утра мы будем обсуждать этот важный вопрос. (Where.....).

9) _____

- Завтра с 9 до 10 утра руководитель детского онкологического центра будет встречаться с родителями больных детей. (Who.....).

10) _____

- На следующей неделе в это время будет проходить встреча с министром здравоохранения. (When.....).