

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

WARM-UP ACTIVITIES

Task 1. Study the following patterns with *like* and practice using them.

Verb: to like	The verb to like is used to talk about tastes, what we enjoy or prefer.	What kind of books do you like ? – I like autobiographies. What was your favourite subject at school? – I liked English.
Preposition (like) + look	Look like is used to ask for and give an opinion about appearance.	What does your sister look like? – She is tall and slim. She looks like her mother.
Preposition (like) + be	Be like is used to ask for and give a general description.	What are you like ? – I am quite clever, reliable and determined.

Would like vs. Like

Like	Would like	Be like vs. Look like
What kind of people <i>do</i> you like? (<i>Facts, personal preferences</i>) I <i>like</i> reliable and helpful people.	Which of these <i>would</i> you like to do? (<i>If you could choose</i>) I <i>would like</i> to do nothing. I'd <i>like</i> to stay in tonight.	What <i>do</i> you like? (<i>What are his personal preferences?</i>) I like reading, swimming, surfing the Net. What <i>do</i> you look like? (<i>Physical description</i>) I am tall and slim. I have black hair and fair complexion. What <i>is</i> your colleague like? (<i>Description of personality</i>) He is a nice guy. He is very kind and friendly.

Task 1. Answer the questions, using the prompts provided.

- A. 1) Who do you look like in your family? 2) What do you like doing in your spare time? 3) What is the weather like today? 4) What was the weather like yesterday? 5) What is a typical day in the life of a school student like? 6) What was our life like a few decades ago? 7) What is it like to be a wealthy person? 8) What are you like? 9) What would like to do at the weekend? 10) Would you like to continue your studies after completing this Bachelor's degree programme?

B. What is the job of a healthcare manager like?

Choose any suitable words below to describe the role of a manager in healthcare:
key, nonessential, responsible, essential, indispensable, unnecessary, important, central, main, subordinate, crucial

e.g. A healthcare manager is a key figure in ...

The job/position of a healthcare manager is important.

C. What are the key responsibilities of a healthcare manager? Study some verbs designating the responsibilities of managers in healthcare and match them with the responsibilities:

1. monitor	a. <i>work schedules for all employees</i>
2. develop	b. <i>the department's budget</i>
3. ensure	c. <i>questions from doctors, nurses, patients</i>
4. respond to	d. <i>patient medical records are kept up-to-date</i>
5. keep records of	e. <i>of all expenses</i>

D. What skills do you need to succeed in healthcare management? Choose 7 must-have skills for healthcare managers. Give reasons why they are important:

e.g. Reliability is a must-have skill for a healthcare manager because a lot of people (doctors, nurses, patients) depend on them.

Skill	Reason
Leadership	Need to take a leadership role that others will follow.
Flexibility, adaptability	Need to work well with those around you and fit in with the goals of the company.
Critical thinking	Need to focus on challenging tasks, gather information, evaluate it critically and develop solutions that will work
Quick thinking	Need to be able to make decisions on the fly and readily take responsibility for the success or failure of these decisions.
Adaptability	Need to keep up with the ever-changing living and working conditions.

Mentoring	Need to teach mentees, hire, train and motivate the staff.
Communication	Need to explain policies, procedures and regulations to staff, to present written reports to the governing boards.
Problem solving	Need to solve new challenges or problems within a short time.

GRAMMAR

ARTICLES A/AN, THE PHRASES WITH 'A/AN' ARTICLE

<p>I have a ... This is a ... I am a ... He has a ... That is a ... He is a ... I see a ... It is a ... She is a ... There is a ...</p>
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Task 3. Fill in the gaps with the appropriate article where necessary:

1) Healthcare managers usually work in ____ office within ____ hospital. 2) They also spend a lot of time outside ____ office. 3) In large healthcare settings, managers are sometimes in charge of ____ specific department. 4) He is ____ very hard-working and motivated. 5) Healthcare managers know how to communicate with ____ healthcare professionals, ____ patients and ____ their families. 6) On ____ daily basis, management of facilities and finances involves seeking out and analyzing data. 7) It was ____ very busy day yesterday. 8) Typical members of ____ healthcare team are ____ doctor and ____ nurse. 9) Healthcare managers often work ____ long hours. 10) It is ____ special care unit for elderly patients. 11) It is ____ doctor who orders tests for nurses and other healthcare staff to perform. 12) It is ____ very difficult task to perform. 13) I see no ____ changes in the timetable. 14) I can see ____ nurse coming towards me. 15) There is ____ intensive care unit on the third floor.

NOUNS

Task 5. Change each of the singular nouns into plurals:

Act, approach, challenge, code, concept, day, department, disease, dispensary, file, goal, hospital, lab, level, life, mechanism, method, methodology, need, organ, party,

patient, problem, quality, record, sample, school, service, size, strategy, test, type, unit, use

Task 6. Mark the letter of the plural form of each underlined noun:

1. Parents take their child to see the doctor for a medical check-up twice a year.

A childs	C children
B childes	D child

2. Carlo has 20 foot of wire.

A foots	B feet
C foot	D footes

3. We have hundreds of mouse in the vivarium.

A mouses	B meese
C mouse	D mice

4. The young patient has all his baby tooth.

A teeth	B teeths
C tooth	D tooths

5. There are 100 man in the study sample.

A mans	B man
C men	D manes

6. For womens with high career expectations, the road to the top is a steep one.

A women	B woman
C womens	D womans

7. His both foots were injured.

A foots	B feet
C feets	D foot

8. There was a lot of peoples at the meeting.

A peoples	B persons
C people	D person

9. Yesterday he had two tooths removed.

A tooth	B tooths
C teeths	D teeth

10. Woman make up the majority of the health care workforce.

A woman	B women
C womens	D womans

Домашнее задание

Task 2. Make a summary and speak about a healthcare manager:

e.g. A healthcare manager is a key figure in a hospital. They keep records of all expenses and do a lot of other tasks. Reliability is one of the must-have skills for a healthcare manager because a lot of people such as doctors, nurses and patients depend on them.

Task 4. Make up questions using articles where necessary:

- 1) Is there _____ difference between _____ nurse and _____ registered nurse?
- 2) Do you have _____ Bachelor's or _____ Master's degree?
- 3) Is it necessary to have _____ minimum of 5 years' or _____ 2 years' experience in the field of healthcare management to land this position?
- 4) Is the career _____ fascinating and _____ rewarding?
- 5) Do you have _____ business or _____ management background?
- 6) Is this _____ healthcare manager or _____ engineer training program?
- 7) Do healthcare managers work _____ full time or _____ part time?
- 8) Does the primary role of healthcare managers involve _____ human resources or _____ financial management?
- 9) What is the greatest challenge in healthcare management: _____ providing effective healthcare services or _____ rising healthcare costs?
- 10) Are important areas for health management _____ nursing homes or _____ health insurance?

Task 7. Put the appropriate forms (singular or plural) of the nouns provided:

- 1) Healthcare manager___/s are individuals or groups of people who play the central role in a hospital.
- 2) Healthcare management___/s is a new discipline in many countries.
- 3) Early healthcare manager___/s were called patient directors.
- 4) The top priority___/ies is to make sure that the clinical setting is operating safely and efficiently.
- 5) This position___/s is really important in any clinical setting.
- 6) The Bureau of Labor Statistics___/s is a unit of the [United States Department of Labor](#).
- 7) These professional quality___/ies are also a part of working as a hospital administrator.
- 8) Employment prospect___/s for hospital administrators are favorable.
- 9) My expectation___/s is to be good at running a medical facility.
- 10) The employee___/s here are quite satisfied with their working conditions.
- 11) Leadership skill ___/s are an integral part of a leader's job.