

UNIT 1
A Day in the Life of a Healthcare Manager

Занятие 4

READING

Task 24. Read the text below and say which paragraph speaks about:

- A) the working hours of healthcare managers;*
- B) the general description of the job of a healthcare manager;*
- C) the responsibilities of healthcare managers;*
- D) the settings in which managers may get a job;*
- E) the work outside the office;*
- F) general requirements imposed on healthcare manager's job:*

(1) The job of a healthcare manager is important and often complex. They play a vital role in saving lives, without having to take scalpel in hand.

(2) Healthcare managers usually manage hospitals, outpatient clinics, hospices, drug-abuse treatment centers or nursing homes. In large hospitals, there may be several managers, one for each department. In smaller clinical settings, they oversee daily operations of all departments.

(3) Healthcare managers often work long or irregular hours. Hospitals are open round the clock – 24/7 (twenty-four hours seven days a week) and physicians may call in managers at any hour to make decisions and resolve disputes.

(4) In addition to their work in hospitals, managers also spend a lot of time outside the office, speaking with people in a variety of environments and observing the activities going on a daily basis in clinical settings. Healthcare managers also attend staff meetings, participate in planning meetings, go to fund-raising events, and travel to professional association conventions.

(5) Managers ensure hospitals operate efficiently and provide adequate medical care to patients. Their responsibilities are numerous and sometimes require the assistance of the medical and support staff. They act as liaisons between governing boards, medical staff, and department heads and integrate the activities of all departments. Managers recruit, hire, and sometimes train doctors, nurses, interns, and assistant managers. They plan budgets and set rates for health services.

(6) In research hospitals, managers develop and expand programs and services for scientific research.

(7) In teaching hospitals, they aid in the education of new doctors.

(8) A healthcare manager's job is difficult and demanding. They need to keep up with advances in medicine, computerized diagnostic and treatment equipment, data processing technology, and health insurance changes.

Task 25. Which of these statements are true and which are false:

1. In larger hospitals, there is always only one manager.
2. Healthcare managers can be called in at any hour to hire a new employee.
3. Healthcare managers work only in the office.
4. Healthcare managers' responsibilities are numerous.
5. Healthcare managers strongly rely on the assistance of the medical and support staff.
6. Healthcare managers can be employed only by clinical settings.
7. Healthcare managers must be always up-to-date.
8. Provision of adequate medical care to patients is one of the healthcare manager's top priorities.
9. Healthcare managers play a key role in resolving disputes which occur in clinical settings.

Task 28. Which of the following do healthcare managers not do?

- ✓ operating on patients;
- ✓ planning budgets for hospitals;
- ✓ training new doctors, nurses and interns;
- ✓ ordering laboratory tests and instrumental investigations to patients;
- ✓ developing work schedules for physicians, nurses, etc.
- ✓ recruiting and hiring new employees;
- ✓ setting rates for health services;
- ✓ keeping records of all expenses;
- ✓ developing programs and services for scientific research
- ✓ administering treatment to patients;
- ✓ ensuring that each department and the clinical setting on the whole work efficiently

SPEAKING

Introductions, greetings, good-byes

Task 29. Answer the questions:

- 1) When do people in Russia shake hands?
- 2) When do you say *Good morning/Good afternoon/Good evening/Good night*?
- 3) When do you usually say *How are you?* – when you greet a person or say good-bye?
- 4) Is *Let me introduce myself* a formal or an informal way of introduction?
- 5) Does nodding your head mean 'greeting somebody' or 'agreeing to something' or both?
- 6) What is the difference between *Nice to meet you* and *It was nice meeting you*?
- 7) How can you introduce your parents to your English friend?
- 8) What do you say in English when you can't hear a person's name?
- 9) How will you respond to the question *Can you spell your name*?

10) When you are asked to say your full name, what do you say?

Task 30. Look at the introductions and greetings and pick out those which people use when they meet someone for the first time:

• Excuse me, are you ...?	• Let me introduce you to ...
• Hello, how are things?	• I'd like to introduce you to ...
• May I introduce myself? I am ...	• Pleased to meet you.
• How do you do?	• Good to see you again.

Task 31. Match the phrases with the correct responses:

1. How are you	a. Yes, that's right.
2. Pleased to meet you.	b. Then you must call me Mikhail.
3. How do you do?	c. Very well, thank you. And you?
4. Please call me Kate.	d. How do you do.
5. How is life?	e. Pleased to meet you, too.
6. Hello, are you Nikolai?	f. Not too bad, but very busy.

Task 32. You are in healthcare and now you are attending the convention of the Association of Health Administrators. Study the following business card and fill in the gaps with the appropriate information:

ST. THOMAS' HOSPITAL № __
_____ Administrator
39, Westminster Bridge Road
London, Vauxhall
SE1 7EH

LISTENING

What Do Healthcare Administrators Do?

Task 33. Pre-listening task:

- What does healthcare administration/healthcare management of a hospital involve?
- How does budgeting relate to hospital management?
- How does effective communication relate to hospital management?
- Do you know how to say email addresses? Give examples.

Task 34. The following words are in the video; check their meaning and pronunciation in the dictionary:

requirement

circumstance

regarding

to vary

to matter

government

according to

to juggle

law

regulation

to maintain

promptly

to arise

morale

staff retention

be familiar with

Task 35. Watch the video posted on <https://youtu.be/yGOnZnVJqh8> and say if you any questions asked in Task 33 have been answered.

Task 36. Watch the video again and match the words to make word-combinations from the video:

1. simple	A. duties
2. job	B. skills
3. basic	C. environment
4. stay	D. government laws
5. local	E. communication
6. effective	F. answer
7. work	G. informed

Task 37. Read correctly email addresses:

bob@yahoo.bh

jeffery.amherst@britishcouncil.org

reservations@beachhotelbern.com

Task 38. Watch the video again and fill in the missing word(s):

What do healthcare administrators do? That question comes 1) _____ often and there is no simple answer. Their job duties and requirements vary according to the 2) _____ organizations and circumstances in which they may be working. But there are 3) _____ basic skills that a successful healthcare administrator needs to have, no matter where he or she is 4) _____. The ability to juggle a lot of 5) _____ responsibilities is important as is the need to stay informed regarding 6) _____ federal, state and local government laws and regulations. It's vital to maintain effective communication, promptly resolve 7) _____ that arise and create a 8) _____ work environment to ensure high morale and staff retention. And a healthcare administrator needs to be very familiar with budgeting and 9) _____ planning. If you possess the basic skills to become a healthcare administrator, 10) _____ more and find a healthcare admin program near you at Healthadministrationdegrees.com.

Домашнее задание

Task 26. Match the following words with the synonyms from the text:

1. job	a. to run
2. complex	b. performance
3. to manage	c. work
4. to oversee	d. medical facility
5. operations	e. to supervise

6. clinical setting	f. to make sure
7. to ensure	g. difficult
8. responsibilities	h. serve
9. numerous	i. duties
10. to act	j. multiple

Подготовиться к контрольной работе № 1

Grammar: *Articles. Nouns. Pronouns. Be. Have/has got.*

Vocabulary: *Job of a Healthcare Manager*

Вопросы на устное собеседование по разделу 1 “A Day in the Life of a Healthcare Manager”:

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?

1) What is the job of a healthcare manager like? 2) What do managers in hospitals do? 3) Is the number of managers in large and small clinical settings equal? 4) How do most healthcare managers work? 5) How do most hospitals work? 6) What do healthcare managers do when they work outside the office? 7) Do healthcare managers work on their own? 8) How do managers act between governing bodies and medical staff? 9) What are the primary tasks of healthcare managers? 10) What do managers do in research hospitals? 11) What do managers do in teaching hospitals? 12) Why is a healthcare manager’s job demanding?