

## UNIT 3

### Employment Outlooks for Healthcare Managers

#### Занятие 16

#### *SPEAKING*

#### Welcoming a visitor

**Task 36. Which of the following do you think are important to make a good conversation? Tick your choices and add suggestions:**

*To be good at conversation you need to*

- listen carefully.
- stay on top of the news, and store some of it away so that you can chat about it later.
- give only “yes” or “no” answers.
- show interest and ask questions.
- both listen and talk.
- answer questions and add extra information.
- be careful about making jokes that will be perceived as insensitive.
- only ask questions if you are the host.
- come up with an agenda.
- note whether the other person would like to break off the conversation.

**Task 37. Discuss with your partner and complete the rules what to do and say when first meeting and greeting a visitor in English:**

1. **Arrive on time** – don’t keep someone you’re meeting waiting and wondering where you are.
2. **Be ready to greet your visitor and make them feel welcome** – keep it proficient.
3. **Listen/Pay attention to what your visitor says so you can respond** – this also shows you’re interested in what they have to tell you.
4. **Be helpful** – with baggage, for example.
5. **Small Talk** – engaging in small talk creates a warm relationship between you and your visitor in a very short period. However, choose your topic with concern.
6. **Don’t get too personal** with someone you’ve only just met. **Keep it neutral.** Travel and the weather are good topics to begin the dialogue.
7. **Be positive, friendly and optimistic** – in both your verbal and non-verbal language and you will create the perfect first impression.

**Task 38. Match the phrases with the correct responses:**

1. Good afternoon, can I help you?	a. Please, tell him, I will be in a moment.
2. Oh, yes, Mr Pavlov. Mr Belov is expecting you. Please take a seat and I’ll tell him you’re here.	b. There was a short delay in Volgograd, but the flight was fine. Fortunately, I slept on the plane, so I’m not very tired.
3. Mr Belov, I have Mr Pavlov in reception for you	c. It’s good to be here at last.

4. Hello, Vladimir! Welcome to Moscow! It's good to meet you.	d. Good afternoon. My name's Vladimir Pavlov. I have an appointment with Stanislaw Belov.
5. Did you have any problems finding us?	e. No. Boris Ivanov gave me directions in Volgograd last week. I got a taxi here.
6. Good. How was your flight?	f. Thank you.

**Task 39.** Imagine you've been asked to pick up a business partner from the airport or railway station and this person only speaks English. Do you know what you're going to do and, more importantly, what you're going to say?

## LISTENING

### Career in Healthcare Industry

#### Task 40. Pre-listening task:

- 1) What makes healthcare industry interesting for you?
- 2) What does the healthcare sector comprise?
- 3) What healthcare specialists are in high demand today worldwide?
- 4) What new jobs will healthcare industry generate in the future?

#### Task 41. The following words are in the video; check their meaning and pronunciation in the dictionary:

to pursue	to generate	to achieve
electronic medical and health records	to require	universal insurance
to be in high demand	financial services	customers
recent trends	manufacturing	machine operators
occupations	information technology	medical receptionists
job losses	industry	implementation
		specialists

**Task 42.** Watch the video posted on [https:// www.youtube.com/watch?v=jsBbhjC9ZjY](https://www.youtube.com/watch?v=jsBbhjC9ZjY) and say if any questions asked in Task 38 have been answered.

#### Task 43. Watch the video and match the words to make word-combinations from the video:

1. electronic health and medical	A. healthcare industry
2. healthcare	B. growing occupations
3. a career in the growing	C. universal insurance coverage
4. to achieve	D. records
5. fastest	E. and more effective care
6. better quality	F. the way everyone receives care
7. help standardize and simplify	G. jobs

**Task 44.** The following numbers and dates are mentioned in the video. In what context are they used:

14.3 million    26%    2018    3.2 million    10    20

**Task 45. Study the ways how numbers are used in English. Speakers usually make approximations when large or complicated numbers are difficult to assimilate orally. The words like *roughly/over/more than/approximately/nearly* are used in such cases. Make approximations of numbers in the sentences below the table:**

* approximately	The greatest number of discrepancies occurs at approximately 6 Pascals. (5, 92 Pascals)
* nearly	Nearly 9,000 cases were examined in this study. (8, 679 cases)
* roughly	Roughly half the cases were found in the past two years. (4,250 /9000)
* over	Over a third of the respondents said they preferred instant coffee. (34,5%)
* more than	More than 8 million people live in metropolitan New York. (8, 246, 456 mln people)

- 1) Healthcare provided 14.3 million jobs.
- 2) Healthcare will generate 3.2 million new jobs between 2008 and 2018, and this is more than any other industry.
- 3) The number of hospitals in the U.S. grew from 170 to 6,800, while the number of hospital beds increased from 33,071 to 830,000.
- 4) The costs to complete billing and insurance-related activities through an electronic health record (EHR) can range from \$20 to \$215 per visit or procedure.
- 5) The US did not significantly differ from the other countries in physician workforce (2.6 physicians per 1000 people).
- 6) The number of healthcare administrators increased 3,200 percent during the same period.

**Task 46. Watch the video and ask questions using the words in brackets:**

- 1) Recent trends showed job losses across the economy even in all growth industries, such as information technology, financial services, and manufacturing. (Where.....).
- 2) Healthcare provided fourteen point three million jobs: 10 of the twenty fastest growing occupations are healthcare-related. (How many jobs....).
- 3) Most healthcare jobs require less than four years of college education. (What....).
- 4) More people meet more customers, which means more business and more jobs. (Who....).

- 5) Recently added jobs in the healthcare industry include EHR and EMR sales associates, computer proficient medical receptionists, and medical assistance with EMR software. (What specialists...).

**Task 47. Define which of these statements are true and which are false. Correct false sentences:**

1. Electronic medical and health records professionals are in high demand by healthcare practices today.
2. Recent trends showed job losses across the economy even in all growth industries such as information technology and financial services.
3. Manufacturing is the only industry that's growing now and poised for even more growth in the future.
4. Healthcare industry provides 14.3 million jobs already.
5. Healthcare will generate 3.2 million new jobs between 2008 and 2018, but that is not more than any other industry.
6. Recently added jobs in the healthcare industry include EHR and EMR sales.

**Task 48. Fill in the chart with the information provided in the video:**

	<b>Who / What</b>	<b>How many</b>	<b>When</b>
provide			
generate			
work			

**Task 49. Fill in the missing word(s):**

Are you looking to start your career? Are you looking to start 1) \_\_\_\_\_? Pursue a career in the growing healthcare industry now. Trained electronic medical and health records 2) \_\_\_\_\_ are in high demand by healthcare practices. Why? Recent trends showed 3) \_\_\_\_\_ across the economy even in all growth industries, such as information technology, 4) \_\_\_\_\_, and manufacturing. The only industry that's growing now and poised for even more growth in the future is healthcare. Healthcare provided 14.3 million jobs: 10 of the 20 fastest growing 5) \_\_\_\_\_ are healthcare related. Healthcare will 6) \_\_\_\_\_ 3.2 million new jobs between 2008 and 2018, and this is more than any other industry. Most healthcare jobs 7) \_\_\_\_\_ less than four years of college education. By 2018 there will be more people in the healthcare system, as the U.S. works 8) \_\_\_\_\_ universal insurance coverage. More people meet more customers which means more 9) \_\_\_\_\_ and more jobs. The healthcare industry will need 20% more billing and posting clerks, and machine operators, 16% more receptionists and information clerks, 26% more secretaries, and administrative 10) \_\_\_\_\_. Electronic health records will help standardize and simplify the way everyone receives care and result in better quality and more effective 11) \_\_\_\_\_. Recently added jobs in the healthcare industry include EHR and EMR sales associates, computer proficient medical receptionists, and medical assistance with EMR software, EHR and EMR 12) \_\_\_\_\_ specialists, and EHR and EMR user trainers. Better 13) \_\_\_\_\_ mean better jobs. Get started with your

new healthcare industry career today with long-term growth 14) \_\_\_\_\_. Go to [www.alamedaservices.com](http://www.alamedaservices.com) to learn more.

Подготовиться к контрольной работе № 3

**Grammar:** *Continuous Tenses Active. Be going to/be about to. Adjectives. Degrees of Comparison.*

**Vocabulary:** *What Is The Employment Outlook For Healthcare Managers?*

### **VOCABULARY**

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

competitor	outlook	salary
coursework	prospect	seeker
demand	paycheck	trend
job	rate	

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

annual	interpersonal	rewarding
beneficial	manual	significant
entry-level	nursing	

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

to acquire	to increase	to predict
to attribute	to jump up	to seek
to earn	to look for	
to improve	to offer	

### **Вопросы на устное собеседование по разделу 3 «Employment Outlooks for Healthcare Managers»**

- 1) What makes healthcare industry interesting for you?
- 2) What healthcare specialists are in high demand today worldwide?
- 3) What new jobs will healthcare industry generate in the future?
  - 1) What types of organizations hire graduates with a degree in healthcare management in Russia?
  - 2) What medical facilities hire professionals in healthcare management?
  - 3) What are the responsibilities of a healthcare manager in a medical facility?
  - 4) Can you think of any state or federal agencies in Russia which employ healthcare managers?
  - 5) What functions do they perform in a state and federal agency?

1) In what industry will graduates of healthcare management look for their jobs? 2) What percentage of healthcare managers will be employed by 2024 according to the US Bureau of Labor Statistics? 3) What factors account for the growth in the employment of healthcare managers in the US? 4) What was the median annual salary for healthcare managers in 2016? 5) Which skills and credentials improve the employment outlook for healthcare managers? 6) What are the most important trends affecting managers in healthcare right now? 7) What will impress many potential healthcare employers? 8) For whom is healthcare administration a rewarding choice of career?