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请使用手机浏览器扫码下载UC浏览器 (暂不支持微信扫码访问) 1. Lecture on Health Management for Students for the Second Year of Public Health by Dr. Hale Tekla ©Medco Bio Medical College, September 2012 Mekelle Campus, Mekelle, Tigre, Ethiopia 2. Who are these kids? 3. Who are these young people? 4. Who are these famous adults? Why do you think they were famous? Did they follow the same path to be on top? Do they have anything in common? What do popular people benefit from their celebrity? 5. Do you want to be like them? That you want to be where they were? Wealth? To be an American or a European? Right and in the colleg? Or an educated family? Belong to the politician's parents? 6. Chapter 01Bproduction to health management - Total time allocated for this chapter, 4 hours - Lecture date 1. October 1, 2012, from 10 a.m. to 12 p.m. 2 p.m. October 3, 2012, from 10 a.m. to 12:00 p.m. 7. Day 1 (October 1, 2012, 10 a.m. to 12 p.m.) 1. Definitions of health management and management2.Historical development of management3. Management4.Management Functions 8. Definitions of health management and management can be defined as 1. How to do it all! The process of achieving organizational goals by working with and through people and other resources 3. Thus, the process of leadership, coordination and influence on the organization's activities in order to achieve the desired results and improve overall productivity and health management is applying governance principles to health 9. 2. Historic development of managementA. The development of management thought The problem of organizing men to achieve the desired goal is not new. It is as old as civilization itself.The practice of governance has existed since man was organized into the community.The study of management as a separate and separate topic with different theories and techniques is a product of the 20th century Most writers agree that the origin of this discipline was the work of Frederick Winslow Taylor during the scientific management movement that developed around 1900 10. B. Donaukam Era of Management - Thousands of years Chinese, Babylonians, Egyptians, Greeks, Romans and Hindu philosophers have written extremely interesting books and propaganda theories, followed today. C. The importance of governance is a universal and necessary function that is necessary for all kinds of organizations. This is because each organization requires:- Decision-making, Coordination Handling people and Evaluating Performance to Achieve Your Goals Management is a social science and deals with the behavior of people in organization 12. 3. The management and administration of the Term Office and Administration are used interchangeably in government and business organizations. Administration - Management - Definition - Executive - Functionally involved in - It's science, art and 1. Styling the profession is a general purpose - Functionally participates in the organization 1. Planning 2. Framing his main two. Organization Goals 3. Staff 3. The wording is a total of 4. Procedure 5. Control 4. Inauguration of a broad program - Or broadly 5. Approval of a specific basic one. Planning projects that fall under 2. Implementation of the overall program 3. Score 14. - The same person may perform both administrative and managerial functions at the same time, but to varying degrees the Administrator will devote most of his time to wider administrative responsibilities, but will also participate (albeit to a limited extent) in the performance of these police duties, similarly, the manager determines policy in a limited area and thus performs an administrative function as we go down the hierarchy , the administrative function is getting smaller and smaller, and the management functions are getting bigger and bigger. 4. Control functions No. 1. What is a function? Ans. A broad area of responsibility, consisting of many activities aimed at achieving a predetermined goal No. 2. What are the management functions? Ans. Management has five functions. It's:-1. Planning (chapter 2-6 hours)2. Organization (chapter 3-4 hours)3. Staffing (chapter 4-4 hours)4. Directing (chapter 5-3 hours)5. Control (chapter 6-3 hours) 16. A. Planning- Plan is a predetermined course of action that ensures the purpose and direction of the organization. The manager makes decisions about strategy and resource allocation and initiates planned changes 17. B. An organization is the identification and classification of the necessary activities, grouping of activities necessary to achieve the goals, assigning each group to a manager with authority and providing coordination in the organization, creating structures, establishing relationships and resources allocated to perform activities in the organization, plans are considered, tasks to be performed are listed, tasks are grouped into jobs that can be made by an individual, departments are created, work is assigned to individuals and the powers delegated 18. C. Staffing involves staffing the organizational structure by appropriate and effective evaluation, selection and development of people to fill the functions developed in the structure. In other words, it is a management function dedicated to acquiring, training, evaluating and compensating employees. Assessing the required and affordable workforce. Assessment of their quality, skills and skills. 4. Assessment - Strength and Flaws 5. Development programs 19. D. Guide/Lead Process impacts people so that they will promote organization and group goals Guide includes the beginning of action, and this entails three elements that are action-oriented. E. Control This measurement and performance correction to ensure that corporate goals and plans designed to achieve them are met Control is a function of each manager at both the lower and the top level, as everyone is responsible for the implementation of the plans. Management can also have three broad sequential functions - Planning - Implementation and - Evaluation - Two Continuous Management Functions - Communication - Decision-making 22. Communication - In the planning, implementation and evaluation process, it is necessary to exchange ideas/information between the manager and Community decision-making - planning, implementation and evaluation require decision-making as a task. 23. Day 2 (October 3, 2012, 10 a.m. to 12 p.m.) 5. Management and the environment6. Role and types of managers7. Management skills8. Concepts and principles of management 24. 5. An organization for environmental management and protection, which is influenced by the external environment, and vice versa, management performs all the functions of management in conjunction with the environment - it's open systems! - Management, in the performance of its various functions, constantly accepts itself to changes taking place in the environment - organizations reissuing inputs (human resources, materials, finance, information, technology and time) to access in the form of goods (products), services and deliver them to the environment. Components of the environment1. i. Politics ii. Political institute/organization iii. Government officials/institution2. Economic and Business Community i. Suppliers ii. Customers iii. Farmers iv. Merchants vs. Shareholders 26. Social i. Community ii. Leaders4. Technological i. Medical Equipment ii. Strategies, such as community-based distribution5. National and international issues 27. 6. The role and types of health managers who define managers in their managerial roles were presented and developed by Henry Mintzberg in the 1970s, and management roles are divided into three main areas with further classification of A. Interpersonal Role B. Information Role C. Decision-making Role 28. A. Interpersonal role shows interpersonal contact that makes a manger, which is vital in his/her daily activities. Drawing-this role symbolizes the legal powers of the manager, such as: attending ceremonies, signing documents. ... 2. Leader-this role keeps him accountable, responsible and motivating the staff he works with 3. Communication - This role allows the manager to create connections in the horizontal as well as vertical communication chain that facilitate communication in and out of the organization's side 29. B. Information role - this role is related to communication and information channel 1. Monitor-Service as a focal person for all types of messages 2. Distributor-Message of selected information to subordinates 3. Spokesman-Link selected information for outsiders 30. C. Decision-making Role - Manager has a legal right to make decisions on matters that he is assigned on the basis of his official duties1. Entrepreneur-designing and initiating changes within the organization2. Interference handler - corrective action and conflict handling3. Resource distribution -solves resources and their distribution4. Negotiator - Negotiations with other parties representing the organizational interests of 31. 7. Types of health managers1. The first-line manager (or first level) - managers who are responsible for the work and do not control other managers - They are the first or lowest level of manger in the organizational hierarchy2. Mid-level managers - Managers in the middle of the organizational hierarchy - They are responsible for other managers, and sometimes for some operational staff - they report to more senior managers3. Top managers - managers responsible for the overall management of the organization - they establish, act policies and direct the interaction of the organization with the environment 32. 8. Level of management and skills1. The technical skill a low level of skill the first line - understanding the technical element of the activity in general and knowledge of a particular type of technical activity2. Human skills middle-level are the ability to work with others and win other sectors and communities3. The conceptual skill the upper level (senior) is the ability to visualize the organization as a whole and its relationship with the community and other sectors 33. In the process of fulfilling his managerial responsibilities, the manager will apply the following concepts and principles. Concept 1. Efficiency 2. Efficiency 3. The economy is scarce resources 4. Working relationship 5. Information 34. 1. Efficiency - The degree to which the stated goal is achieved - This is what management is trying to improve2. Efficiency - It involves the balanced use of resources (money, materials, human resources, time, space, and information)3 The economy is scarce resources - Some and often many resources are scarce and expensive, so we have to save 35. 4. Labour Relations - Work must be designed and structured in a way that supports each other in achieving goals5. Information - Management needs information if it wants to make the right decision to act. - At the same time, information can easily handicap management if it is not - the right kind - At the right time - In the right hands 36. Principles1. Office of Goals2. Learn from Experience3. Labor Department4. Replacing resources5. Convergence work6. Functions define structure7. Delegation 8. Exception Office9. The shortest way to make decisions is 37. 1. Office of Goals - Management sees that the goals are defined and then that they are achieved - Goals should indicate 1. What has been achieved? 2. How much? 3. Where should this be done? 4. When should it be completed? Therefore, a clear statement of objectives allows us to assess how effective the approach and achieve goals are 38. Learning from experience - Analysis of results between goals and achievements. To improve performance, there must be feedback to learn from the experience gained.3 Division of Labor - Office is trying to strike a balance between the different people interested4. Resource Substitution - Often, when resources that are commonly used to provide services become scarce or too expensive, various resources can be used to deliver the intended results 39. 5. Convergence of work - Working relationships should contribute to the success of each activity and thus overall efficiency. - These working relationships are Logical Relationships with Each Other Time of Relationship or Sequence Spatial Relationships between Activities Functional and Structural-Working Relationships Between People6. Functions Define Structure - When work is defined i.e. the function and responsibilities of individual team members are clearly defined and known to all, working relationships Follow. - The exact nature of power will be clearly delineated on the structure7. Delegation - Delegation occurs when the authority of a body is granted in order to allow that person to take responsibility when the 40th event occurs. 8. The Office of Exceptions, in fact, means two things1. Do not overload with ordinary, unnecessary information, be selective2. Make BIG solution firstIn short management with the help of means1 exception. selectivity in information2. priority in the decision9. The shortest way to make decisions This principle concerns the question - who should make what decision? When and where? the decision should be made as close in time and place as possible to the decision-making object and to those who suffered from it 41. The questions for the review are 42. Why do you study in the Health Care Management course. Do you think that the management of the health service in the field of education is essential for ensuring equitable health care and fairness in health? 43. Suppose you work as a manager for a certain medical center in Tigre. The head of the regional health bureau has come to you. On behalf of your team, you explained to him everything he claimed to know about your medical center. Which of your management functions do you play in this scenario? (a) Distributor b) Monitor (c) Spokesman d) Entrepreneur 44. Y. While working as the head of a certain Amin Medical Center, which is a newly hired nurse at your medical center, the patient is mistreated and she usually offends them. You noticed her making the same mistake and called her to your office. You told her, being in the most useful profession, she is one of the Army of God and God's choice to save patients from suffering and her services of the earthly divine. In addition, patients are more likely to take her orders to take medication if she keeps humble and treats them with respect. After she heard this, she became motivated and told you that she would be happy to accept your comments and serve the patients in a good way. Have you played which of your managerial roles in this business?A. FigureheadB. LeaderK. Jamming handler. Monitor. B and C 45. Which of the following is FALSE? (a) The management of the social sciences industry, which deals with human behavior b) Management is an integral part of each organization to improve overall productivity in) Management and administration are words of the same meaning that can be used interchangeably (d) Management is as old as human history 46. No 4. A broad area of responsibility consisting of many activities aimed at achieving a predetermined goal, called _____ (a) Office (b) Administration (c) Function 47. What are the functions? What are the 10 management roles? What are the two indispensable components of each control function? Management? 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