

# Organizational Structure of a Hospital



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- Organizational Structure refers to levels of management within a hospital.
- Levels allow efficient management of hospital departments.
- The structure helps one understand the hospital's chain of command.

# Organizational structure varies from hospital to hospital.

- Large hospitals have complex organizational structures.
- Smaller hospitals tend to have much simpler organizational structures.

# **Grouping of Hospital Departments Within the Structure:**

- Hospital departments are grouped in order to promote efficiency of facility.
- Grouping is generally done according to similarity of duties.

# Common Categorical Grouping:

- **Administrative Services**
- **Informational Services**
- **Therapeutic Services**
- **Diagnostic Services**
- **Support Services**

# Administrative Services

## ■ Hospital Administrators

CEO, Vice President(s), Executive Assistants, Department Heads

- Business people who “run the hospital”
- Oversee budgeting and finance
- Establish hospital policies and procedures
- Often perform public relation duties

# Informational Services

Document and process information

Includes:

- . Admissions
- . Billing & Collection
- . Medical Records
- . Computer Information Systems
- . Health Education
- . Human Resources

# Therapeutic Services

Provides treatment to patients

Includes following departments:

- . Physical Therapy - treatment to improve large muscle mobility
- . Occupational Therapy - treatment goal is to help patient regain fine motor skills
- . Speech/Language Pathology - identify, evaluate, treat speech/language disorders



- . Respiratory Therapy - treat patients with heart & lung disease
- . Medical Psychology - concerned with mental well-being of patients
- . Social Services - connect patients with community resources (financial aid, etc.)
- . Pharmacy - dispense medications

- . Dietary - maintain nutritionally sound diets for patients
- . Sports Medicine - provide rehabilitative services to athletes
- . Nursing - provide care for patients

# Diagnostic Services

- Determines the cause(s) of illness or injury

## Includes:

- § Medical Laboratory - studies body tissues
- § Medical Imaging - radiology, MRI, CT, Ultra Sound
- § Emergency Medicine -provides emergency diagnoses & treatment

# Support Services

- Provides support for entire hospital

## Includes:

- § Central Supply - orders, receives, stocks & distributes equipment & supplies
- § Biomedical Technology - design, build repair, medical equipment
- § Housekeeping & Maintenance - maintain safe, clean environment

# **Traditional Organizational Chart**

**Board**

**Administration**

**Information  
Services**

Admissions  
Billing, etc.  
Med. Records  
Computer Info.  
Health Ed.  
Human Resour.

**Therapeutic  
Services**

PT, OT Speech/  
Lang. Resp.  
Therapy  
Pharmacy  
Nursing  
Dietary

**Diagnostic  
Services**

Med. Lab  
Radiology  
Nuclear Med  
ER  
Cardiology  
Neurology

**Support  
Services**

Central Supply  
Biomedical  
Housekeeping  
Maintenance  
Dietary  
Transportation

# **ROLE OF THE MEDICAL STAFF IN HOSPITAL ORGANIZATION**




**Doctors represent the initiators of every action that results in the direct provision of patient care services.**

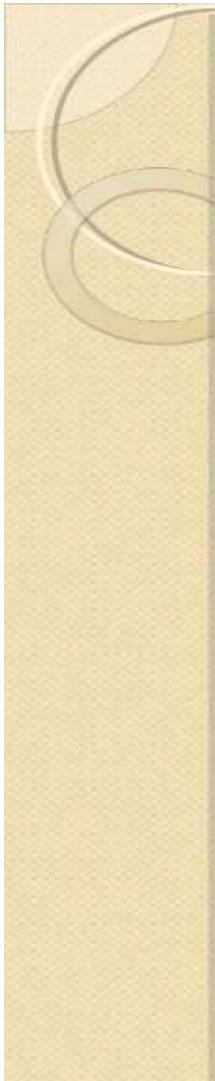


## **Doctors determine:**

- Who Will Be Admitted
- When
- Where
- What Medical Services Are to Be Provided, in What Sequence, in What Dosage, With What Equipment and Supplies When, Where and by Whom
- Who Is Discharged and When.



**The doctor is not an  
employee of the hospital,  
he/she is outside of the  
hospital organization.**



**Doctors control, yet are not  
accountable, for nearly 90  
percent of hospital  
expenditures.**

## Medical Staff

- Participation by the medical staff in the decision-making process is in the best interest of both the hospital and the patients.
- Physician involvement leads to physician accountability.

## Medical Staff

- The chief of medical staff is the elected representative of the medical staff.
- The chief of staff appoints all of the committees other than the executive committee whose members are elected by the staff or appointed by the board administrator.

# Functions of the Medical Staff

- To advise the governing body on medical affairs.
- To accept accountability for the quality of care rendered to patients in the hospital.
- To request, review and act upon reports of medical staff committees.
- To scrutinize the professional ethics of its members and to initiate corrective action as indicated.
- To develop, implement, and review medical staff policies.

# Functions of the Medical Staff

- To recommend action to the administrator on all medical-administrative matters.
- To assure that the standards of the Canadian Council on Healthcare Facility Accreditation (CCHFA) are followed as a basic guideline for standards of care.

# Example of “Symbolic representation” of Organizational Structure





## Always Remember.....

**The complex tasks of highly skilled professionals demand a participatory decision-making structure while the repetitive tasks performed by unskilled workers require a more formal hierarchical structure.**

**THANK YOU**