

Health Care Systems: Major Services

THE HEALTH CARE SYSTEM may appear to be a jumble of specialties, but actually it is organized into four major service quadrants. Each quadrant contains several departments and within each department are many individual job titles.



Objective:



Identify the major health care services, describe the departments associated with each of the major health care services, and identify job titles associated with each department.

Key Terms:



diagnostic services
environmental services
extract
informational services
therapeutic services

Health Care Services

The health care industry is divided into four major health care services. Can you name the four health care services? Do you know what types of jobs are included in each of the health care services? Some services may be familiar to you, but some may be new.

MAJOR HEALTH CARE SERVICES

Four major health care services are:

◆ **Therapeutic services** are services that provide care over time.

- ◆ **Diagnostic services** are services that create a picture of an individual's health status.
- ◆ **Informational services** are services that document and process information.
- ◆ **Environmental services** are services that create a therapeutic and supportive environment.



FIGURE 1. Review the four major health care services.

DEPARTMENTS ASSOCIATED WITH MAJOR HEALTH CARE SERVICES

There are major health care service departments. Each of these departments is associated with its own major health care service.

Therapeutic Services

Therapeutic service workers observe the patients, the instrumentation, and the environment. Their observations are reported to the treatment team. They also assist the treatment team by performing the following procedures:

- ◆ Care management
- ◆ Dentistry
- ◆ Dietetics
- ◆ Emergency medical technician (EMT)
- ◆ Home health
- ◆ Nursing
- ◆ Pharmacy
- ◆ Radiology
- ◆ Rehabilitation
- ◆ Renal dialysis
- ◆ Respiratory care

Diagnostic Services

Diagnostic service workers assist with identifying illnesses and diseases; may or may not have direct patient contact; plan services; and prepare and perform the following tests:

- ◆ Audiology
- ◆ Cardiology

- ◆ Emergency
- ◆ Imaging
- ◆ Laboratory
- ◆ Neurology
- ◆ Optical
- ◆ Pulmonary
- ◆ Radiology
- ◆ Respiratory

Informational Services

Informational service workers provide support to all medical staff. They analyze, **extract** (identify and take out or emphasize), and document information. These workers understand the flow of information, including the sources and routes shown below:

- ◆ Admitting
- ◆ Clerical
- ◆ Finance
- ◆ Health education
- ◆ Human resources
- ◆ Information management
- ◆ Medical clerical
- ◆ Medical librarian
- ◆ Medical records
- ◆ Quality management
- ◆ Unit coordination
- ◆ Utilization review



ON THE JOB...

CAREER CONNECTION: Job Titles Associated with Each Major Service Department

Review the four major service areas and the departments within each area. Then select one department and one associated job title for each of the four major service areas. Research these four job titles using the Occupational Outlook Handbook online and any other resources you may find in your local career resource center department or library.

Make sure to take notes as you complete your research. You should remember to explore and note a brief job description for each title, the educational requirements, special qualifications, working conditions, salary, and job outlook. Organize your notes, and prepare a one-page summary for each of the four job titles researched.

Environmental Services

Environmental service workers provide a therapeutic environment for the delivery of health care services. They repair and maintain medical and general equipment, follow proper health care procedures, and ensure high-quality food. Some departments are:

- ◆ Central supply
- ◆ Engineering
- ◆ Food service
- ◆ Groundskeeper
- ◆ Maintenance

JOB TITLES ASSOCIATED WITH EACH HEALTH CARE DEPARTMENT

Therapeutic Services	Diagnostic Services
Care management Dentistry Dietetics EMT Home health Nursing Pharmacy Radiology Rehabilitation Renal dialysis Respiratory care	Audiology Cardiology Emergency Imaging Laboratory Neurology Optical Pulmonary Radiology Respiratory
Informational Services	Environmental Services
Admitting Clerical Finance Health education Human resources Information management Medical clerical Medical librarian Medical records Quality management Unit coordination Utilization review	Central supply Engineering Food service Groundskeeper Maintenance

FIGURE 2. Review the health care departments within the four major health care services.

There are various job titles associated with each department within the four major health care services. They include the following:

Therapeutic Services Department

- ◆ Care management includes medical assistants, office managers, and clinical assistants.
- ◆ Dentistry includes dentists, dental hygienists, dental laboratory technicians, and dental assistants.
- ◆ Dietetics includes registered dietitians and dietetic aides.
- ◆ EMT includes three levels: EMT-B (basic), EMT-I (intermediate), and EMT-P (paramedic).
- ◆ Home health includes home health aides and geriatric aides.
- ◆ Nursing includes nurse practitioners, registered nurses, licensed practical nurses, and certified nurse assistants.
- ◆ Pharmacy includes pharmacists, pharmacy technicians, and pharmacy clerks.
- ◆ Radiology includes radiologists.
- ◆ Rehabilitation includes occupational therapists, occupational therapy aides, physical therapists, and physical therapist assistants.
- ◆ Renal dialysis includes dialysis technicians.
- ◆ Respiratory includes respiratory therapists, respiratory therapy technicians, and respiratory therapy aides.

Diagnostic Services Department

- ◆ Audiology includes audiologists and audiometrists.
- ◆ Cardiology includes cardiologists, cardiovascular technologists, EKG technicians, and cardiopulmonary technicians.
- ◆ Emergency includes physicians.
- ◆ Imaging includes sonographers.
- ◆ Laboratories include medical pathologists, medical laboratory technologists, medical laboratory technicians, medical phlebotomists, and medical laboratory aides.
- ◆ Neurology includes electroneurodiagnostic technologists.
- ◆ Optical includes optometrists, contact lens technicians, and dispensing opticians.
- ◆ Pulmonary includes pulmonologists, pulmonary function technologists, and pulmonary technicians.
- ◆ Radiology includes radiologists, radiologic technologists, and diagnostic medical technologists.
- ◆ Respiratory includes respiratory therapists.

Informational Services Department

- ◆ Admitting includes receptionists, appointment schedulers, and admitting clerks.
- ◆ Clerical includes purchasing clerks and data processors.
- ◆ Finance includes claims representatives, billing and account collectors, and payroll clerks.
- ◆ Health education includes trainers and educators.
- ◆ Human resources includes the human resource manager and human resource assistant(s).
- ◆ Information management includes programmers, application support, and a database manager.
- ◆ Medical records include a registered health information administrator, medical transcriptionist(s), medical coder(s), and registered health information technicians.
- ◆ Unit coordination includes a unit manager, unit coordinator, and a unit clerk.

Environmental Services Department

- ◆ Central supply includes a technician and a chief technician.
- ◆ Engineering includes a biomedical technician, biomedical engineer, and electricians.
- ◆ Food service includes a dietitian, dietetic intern, dietetic technician, and food service workers.
- ◆ Groundskeeper includes ground maintenance, facilities workers, and landscaping.
- ◆ Maintenance includes housekeeping attendants, the director of housekeeping services, and the housekeeping crew supervisor.

Summary:



The health care industry is divided into four major health care services. Therapeutic services provide care over time. In contrast, diagnostic services create a picture of an individual's health status. Informational services document and process information. Environmental services create a therapeutic and supportive environment.

There are major health care service departments. Each of these departments is associated with its own major health care service. Within each department is a lengthy list of job titles. The health care industry provides many opportunities for students interested in the health care field to find their niche.

Checking Your Knowledge:



1. Explain therapeutic services, and provide an example of a department and a job title within this area.
2. Explain diagnostic services, and provide an example of a department and a job title within this area.
3. Explain informational services, and provide an example of a department and a job title within this area.
4. Explain environmental services, and provide an example of a department and a job title within this area.
5. Explain how all four of the major service areas work together to serve a patient. Provide a fictitious example.

Expanding Your Knowledge:



Select one of the departments listed in Figure 2. Research it online and in your school career resource center. What did you learn about this department?

Web Links:



Respiratory Therapy Services

<http://www.pulmonaryrehab.com/RespTherapy.html>

Diagnostic Audiology

<http://www.infantheating.org/audiology/index.html>

Medical Librarians

http://www.healthpronet.org/ahp_month/01_07.html

Medical Maintenance Technician Schools, Salaries, and Job Data

<http://susanireland.com/career-options/medical-maintenance-technicians.shtml>