

Health Care Systems: Major Services

Unit: Health Care Systems

Problem Area: Health Care Systems Defined

Lesson: Health Care Systems: Major Services

- **Student Learning Objectives.** Instruction in this lesson should result in students achieving the following objectives:

- 1 Identify the major health care services.**
- 2 Describe the departments associated with each of the major health care services.**
- 3 Identify job titles associated with each department.**

- **List of Resources.** The following resources may be useful in teaching this lesson:

Badasch, S.A., and Chesebro, D. S. *Introduction to Health Occupations: Today's Health Care Worker*, 6th ed. Prentice Hall, 2004.

Gerdin, J. *Health Careers Today*, 4th ed. Mosby Elsevier, 2007.

Simmers, L. *Diversified Health Occupations*, 6th ed. Thomson Delmar Learning, 2004.



■ List of Equipment, Tools, Supplies, and Facilities

- ✓ Overhead or PowerPoint projector
- ✓ Visual(s) from accompanying master(s)
- ✓ Copies of sample test, lab sheet(s), and/or other items designed for duplication
- ✓ Materials listed on duplicated items
- ✓ Computers with printers and Internet access
- ✓ Classroom resource and reference materials

■ Terms. The following terms are presented in this lesson (shown in bold italics):

- ▶ diagnostic services
- ▶ environmental services
- ▶ extract
- ▶ informational services
- ▶ therapeutic services

■ Interest Approach. Use an interest approach that will prepare the students for the lesson. Teachers often develop approaches for their unique class and student situation. A possible approach is included here.

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? On the board, list health care services that students identify. Some services may be familiar to you and some may be new.

SUMMARY OF CONTENT AND TEACHING STRATEGIES

Objective 1: Identify the major health care services.

Anticipated Problem: What are the major health care services?

- I. Four major health care services
 - A. **Therapeutic services** provide care over time.
 - B. **Diagnostic services** create a picture of an individual's health status.
 - C. **Informational services** document and process information.
 - D. **Environmental services** create a therapeutic and supportive environment.

Many techniques can be used to help students master this objective. Project VM–A to review the four major health care services.

Objective 2: Describe the departments associated with each of the major health care services.

Anticipated Problem: What departments are identified within each of the four major service areas?

II. Major health care service departments

- A. 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:
1. Care management
 2. Dentistry
 3. Dietetics
 4. Emergency medical technician (EMT)
 5. Home health
 6. Nursing
 7. Pharmacy
 8. Radiology
 9. Rehabilitation
 10. Renal dialysis
 11. Respiratory care
- B. 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:
1. Audiology
 2. Cardiology
 3. Emergency
 4. Imaging
 5. Laboratory
 6. Neurology
 7. Optical
 8. Pulmonary
 9. Radiology
 10. Respiratory

- C. Informational service workers provide support to all medical staff. They analyze, **extract** (identify and take out or emphasize), and document information; these workers also understand the flow of information, including the sources and routes shown below:
1. Admitting
 2. Clerical
 3. Finance
 4. Health education
 5. Human resources
 6. Information management
 7. Medical clerical
 8. Medical librarian
 9. Medical records
 10. Quality management
 11. Unit coordination
 12. Utilization review
- D. 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 include:
1. Central supply
 2. Engineering
 3. Food service
 4. Groundskeeper
 5. Maintenance

Many techniques can be used to help students master this objective. As an example, project VM–B to illustrate a variety of health care departments in the four major health care services.

Objective 3: Identify job titles associated with each department.

Anticipated Problem: What job titles are associated with each of the departments?

III. Department job titles

- A. Therapeutic services department
1. Care management includes medical assistants, office managers, and clinical assistants.
 2. Dentistry includes dentists, dental hygienists, dental laboratory technicians, and dental assistants.
 3. Dietetics includes registered dietitians and dietetic aides.

4. EMT includes three levels: EMT-B (basic), EMT-I (intermediate), and EMT-P (paramedic).
 5. Home health includes home health aides and geriatric aides.
 6. Nursing includes nurse practitioners, registered nurses, licensed practical nurses, and certified nurse assistants.
 7. Pharmacy includes pharmacists, pharmacy technicians, and pharmacy clerks.
 8. Radiology includes radiologists.
 9. Rehabilitation includes occupational therapists, occupational therapy aides, physical therapists, and physical therapist assistants.
 10. Renal dialysis includes dialysis technicians.
 11. Respiratory includes respiratory therapists, respiratory therapy technicians, and respiratory therapy aides.
- B. Diagnostic services department
1. Audiology includes audiologists and audiometrists.
 2. Cardiology includes cardiologists, cardiovascular technologists, EKG technicians, and cardiopulmonary technicians.
 3. Emergency includes physicians.
 4. Imaging includes sonographers.
 5. Laboratories include medical pathologists, medical laboratory technologists, medical laboratory technicians, medical phlebotomists, and medical laboratory aides.
 6. Neurology includes electroneurodiagnostic technologists.
 7. Optical includes optometrists, contact lens technicians, and dispensing opticians.
 8. Pulmonary includes pulmonologists, pulmonary function technologists, and pulmonary technicians.
 9. Radiology includes radiologists, radiologic technologists, and diagnostic medical technologists.
 10. Respiratory includes respiratory therapists.
- C. Informational services department
1. Admitting includes receptionists, appointment schedulers, and admitting clerks.
 2. Clerical includes purchasing clerks and data processors.
 3. Finance includes claim representatives, billing and account collectors, and payroll clerks.
 4. Health education includes trainers and educators.
 5. Human resources includes the human resource manager and human resource assistant(s).
 6. Information management includes programmers, application support, and a database manager.

7. Medical records includes a registered health information administrator, medical transcriptionist(s), medical coder(s), and registered health information technicians.
 8. Unit coordination includes a unit manager, unit coordinator, and a unit clerk.
- D. Environmental services department
1. Central supply includes a technician and a chief technician.
 2. Engineering includes a biomedical technician, biomedical engineer, and electricians.
 3. Food service includes a dietitian, dietetic intern, dietetic technician, and food service workers.
 4. Groundskeeper includes ground maintenance, facilities workers, and landscaping.
 5. Maintenance includes housekeeping attendants, the director of housekeeping services, and the housekeeping crew supervisor.

Many techniques can be used to help students master this objective. As an example, project VM–C to illustrate a variety of health care job titles in the four major health care service areas.

- **Review/Summary.** Use the student learning objectives to summarize the lesson. Have students explain the content associated with each objective. Student responses can be used in determining which objectives need to be reviewed or taught from a different angle. Questions at the ends of chapters in the textbook may also be used in the review/summary.
- **Application.** Use the included visual masters and lab sheet to apply the information presented in the lesson.
- **Evaluation.** Evaluation should focus on student achievement of the objectives for the lesson. Various techniques can be used, such as student performance on the application activities. A sample written test is provided.

■ **Answers to Sample Test:**

Part One: Matching

1. d
2. b
3. a
4. a
5. a
6. b
7. c
8. d

9. c

Part Two: True or False

1. F
2. T
3. F
4. F
5. T

Part Three: Completion

1. therapeutic services
2. environmental services
3. diagnostic services
4. informational services

Health Care Systems: Major Services

► **Part One: Matching**

Instructions: Match each department with its major health care service area.

- a. therapeutic services
- b. diagnostic services
- c. informational services
- d. environmental services

- ____ 1. engineering
- ____ 2. laboratory
- ____ 3. nursing
- ____ 4. EMT
- ____ 5. dietary
- ____ 6. neurology
- ____ 7. finance
- ____ 8. food service
- ____ 9. admitting

► **Part Two: True or False**

Instructions: Write T for true or F for false.

- ____ 1. Diagnostic services workers analyze, extract, and document information.
- ____ 2. Therapeutic service workers observe the patients, the instrumentation, and the environment.



- ____ 3. Therapeutic service workers provide a therapeutic environment for the delivery of health care services.
- ____ 4. Environmental service workers plan services as well as prepare and perform tests.
- ____ 5. Environmental service workers repair and maintain medical and general equipment.

▶ **Part Three: Completion**

Instructions: Provide the word or words to complete the following statements.

- 1. The major health care service that provides care over time is _____.
- 2. The major health care service that creates a therapeutic and supportive environment is _____.
- 3. The major health care service that creates a picture of health status is _____.
- 4. The major health care service that documents and processes information is _____.

FOUR MAJOR HEALTH CARE SERVICES

**Therapeutic
Services**

**Diagnostic
Services**

**Informational
Services**

**Environmental
Services**

DEPARTMENTS WITHIN THE FOUR MAJOR SERVICES

Therapeutic Services

Care management
Dentistry
Dietetics
EMT
Home health
Nursing
Pharmacy
Radiology
Rehabilitation
Renal dialysis
Respiratory care

Diagnostic Services

Audiology
Cardiology
Emergency
Imaging
Laboratory
Neurology
Optical
Pulmonary
Radiology
Respiratory

Informational Services

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

Environmental Services

Central supply
Engineering
Food service
Groundskeeper
Maintenance

JOB TITLES FOR THE FOUR MAJOR SERVICES

Therapeutic Services

- ◆ Care management: medical assistants, office managers, and clinical assistants
- ◆ Dentistry: dentists, dental hygienists, dental laboratory technicians, and dental assistants
- ◆ Dietetics: registered dietitians and dietetic aides
- ◆ EMT: EMT-B (basic), EMT-I (intermediate), and EMT-P (paramedic)
- ◆ Home health: home health aides and geriatric aides
- ◆ Nursing: nurse practitioners, registered nurses, licensed practical nurses, and certified nurse assistants



- ◆ Pharmacy: pharmacists, pharmacy technicians, and pharmacy clerks
- ◆ Radiology: radiologists
- ◆ Rehabilitation: occupational therapists, occupational therapy aides, physical therapists, and physical therapist assistants
- ◆ Renal dialysis: dialysis technicians
- ◆ Respiratory: respiratory therapists, respiratory therapy technicians, and respiratory therapy aides

Diagnostic Services

- ◆ Audiology: audiologists and audiometrists
- ◆ Cardiology: cardiologists, cardiovascular technologists, EKG technicians, and cardiopulmonary technicians
- ◆ Emergency: physicians
- ◆ Imaging: sonographers
- ◆ Laboratory: medical pathologists, medical laboratory technologists, medical laboratory technicians, medical phlebotomists, and medical laboratory aides.

- ◆ Neurology: electroneurodiagnostic technologists
- ◆ Optical: optometrists, contact lens technicians, and dispensing opticians
- ◆ Pulmonary: pulmonologists, pulmonary function technologists, and pulmonary technicians
- ◆ Radiology: radiologists, radiologic technologists, and diagnostic medical technologists
- ◆ Respiratory: respiratory therapists

Informational Services

- ◆ Admitting: receptionists, appointment schedulers, and admitting clerks
- ◆ Clerical: purchasing clerks and data processors
- ◆ Finance: claim representatives, billing and account collectors, and payroll clerks
- ◆ Health education: trainers and educators
- ◆ Human resources: human resource manager and human resource assistants

- ◆ Information management: programmer, application support, and database manager
- ◆ Medical records: registered health information administrator, medical transcriptionists, medical coders, and registered health information technicians
- ◆ Unit coordination: unit manager, unit coordinator, and unit clerk

Environmental Services

- ◆ Central supply: technician and chief technician
- ◆ Engineering: biomedical technician, biomedical engineer, and electricians
- ◆ Food Service: dietitian, dietetic intern, dietetic technician, and food service workers
- ◆ Groundskeeper: grounds maintenance and facilities workers and landscaping
- ◆ Maintenance: housekeeping attendants, director of housekeeping services, and housekeeping crew supervisor

Job Titles Worksheet

Purpose

The purpose of this activity is to place the following job titles in the correct department and major health care service area.

Objectives

1. Identify the correct service area of each job title.
2. Identify the correct department of each job title.

Materials

- ◆ writing utensil
- ◆ worksheet

Procedure

1. Complete the job titles worksheet by identifying the correct major health care service area and associated department for each job title.

Job Title	Major Service Area	Department
Respiratory Therapy Technician		
Physical Therapist		
Home Health Aide		
Medical Transcriptionist		
Registered Dietitian		



Job Title	Major Service Area	Department
Director of Housekeeping Services		
Central Processing Technician		
Admitting Clerk		
Electroneurodiagnostic Technologist		
Radiologist		
Respiratory Therapist		
Cardiologist		
Medical Phlebotomist		
Registered Nurse		
Dental Assistant		
Biomedical Engineer		
Medical Records File Clerk		
Housekeeping Attendant		
Food Service Worker		
Diagnostic Medical Technologist		
Unit Manager		
EMT-P (paramedic)		

Job Titles Worksheet

Job Title	Major Service Area	Department
Respiratory Therapy Technician	Therapeutic Services	Respiratory
Physical Therapist	Diagnostic/Therapeutic Services	Physical Therapy
Home Health Aide	Therapeutic Services	Nursing
Medical Transcriptionist	Informational Services	Medical Records
Registered Dietitian	Environmental Services	Food Service
Director of Housekeeping Services	Environmental Services	Housekeeping
Central Processing Technician	Environmental Services	Central Supply
Admitting Clerk	Informational Services	Admitting
Electroneurodiagnostic Technologist	Diagnostic Services	Neurology
Radiologist	Diagnostic Services	Radiology
Cardiologist	Diagnostic Services	Cardiology
Medical Phlebotomist	Diagnostic Services	Laboratory
Registered Nurse	Therapeutic Services	Nursing
Dental Assistant	Therapeutic Services	Dentistry
Biomedical Engineer	Environmental Services	Engineering
Medical Records File Clerk	Informational Services	Medical Records
Housekeeping Attendant	Environmental Services	Housekeeping
Food Service Worker	Environmental Services	Dietary
Diagnostic Medical Technologist	Diagnostic Services	Radiology
Unit Manager	Informational Services	Health Unit Coordinators
EMT-P (paramedic)	Therapeutic Services	EMT