Express Publishing



Health Care MANAGEMENT



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The Role of a Healthcare Manager

Get ready!

- 1 Before you read the passage, talk about these questions.
 - 1 What are some qualities of a good manager?
 - 2 What are a healthcare manager's responsibilities?



Read the cover letter. Then, choose the correct answers.

- 1 According to the letter, what did the applicant learn as a staff manager?
 - A how to organize information
 - B trends in the healthcare market
 - C the challenges of earning respect
 - D how to make decisions about patient care
- 2 What is NOT true about the applicant?
 - A She currently works as an HR director.
 - **B** She was once responsible for scheduling staff.
 - **C** She has experience as a team leader.
 - **D** She was previously in charge of hiring and
- 3 What was particularly challenging for the applicant?
 - A organizing schedules
 - **B** hiring and firing staff
 - C leading a large team
 - **D** monitoring staff performance

Dear Hiring Manager,

I am applying for your open management position because I have plenty of experience as a healthcare manager.

Most of my experience is in talent management. Previously, I was a staff manager at a hospital. I mainly planned and organized staff schedules. This taught me excellent organizational skills. I also monitored the performance of staff members and I ensured that everyone followed company policies. During this time, I acquired excellent leadership skills. For example, I learned how to direct the staff effectively. This required me to earn their trust and respect.

Later, I became the hospital's HR director. In this position, I controlled the hiring and firing processes. It was challenging! But I learned something valuable. The right decision isn't always the most popular decision.

Thank you for your consideration,

Jeanette Lee



Vocabulary

3 Match the words (1-6) with the definitions (A-F).

> **1** __ plan __ staff

2 __ direct 5 __ performance

6 __ healthcare **3** __ organize

- A the process or business of providing medical services
- **B** to design a course of action for achieving something
- **C** to make arrangements for people and tasks
- **D** a group of workers who do specific tasks in a business or organization
- **E** the degree to which someone completes their tasks successfully
- **F** to be in charge of a group of people and their tasks

4 Fill in the blanks with the correct words or phrases from the word bank.

WO	r	d	BANK
MA	- ι	J	

decision staff manager policy talent management control

- **1** A doctor can make a recommendation about treatment, but the patient makes the final
- 2 The job applicant has several years of experience in
- **3** The hospital's _____ supervises all of the hospital employees.
- **4** According to the clinic ______, all patients must fill out a medical history form.
- **5** The financial directors _____ how hospital money is spent.
- 5 Solution Listen to and read the cover letter again. According to the applicant, what helped her direct the staff effectively?

Listening

- 6 Solution Listen to a conversation between two doctors. Mark the following statements as true (T) or false (F).
 - 1 __ The speakers are concerned that they do not have enough patients.
 - 2 __ The woman suggests hiring a manager.
 - **3** The new employee will likely treat patients.

Doctor 1:	Our 1 is really growing. But we spend so much time running the office!
Doctor 2:	I know. We hardly have enough time to focus on 2 anymore.
Doctor 1:	I think it's time for us to 3 a manager.
Doctor 2:	I couldn't agree more. A manager could handle the staff 4
Doctor 1:	Exactly. He/She could 5 staff performance, too.
Doctor 2:	That would be great. But how do you think the staff will respond to somebody new?
Doctor 1:	We just need to find someone who's experienced in 6
Doctor 2:	You're right. There are plenty of qualified people out there. Let's start looking.

Speaking

8 With a partner, act out the roles below based on Task 7. Then, switch roles.

USE LANGUAGE SUCH AS:

We hardly have enough time to ...

I think it's time to/for ...
I couldn't agree more.

Student A: You are a doctor. Talk to Student B about:

- hiring a new manager
- why you need a new manager
- what the new manager would do

Student B: You are a doctor.

Talk to Student A about hiring a new manager.

Writing

Use the conversation from Task 8 to complete the email.

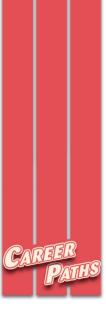
	_ L
	⋒
	r. Sachs,
	s you know, our practice is really rowing. I think it's time for us to ire a new manager. He/She could
1	n addition, the new manager could
-	
	I think this will help us
	What do you think?
	Dr. Anderson

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Healthcare MANAGEMENT

Career Paths: Healthcare Management is a new educational resource for healthcare management industry professionals who want to improve their English communication in a work environment. Incorporating career-specific vocabulary and contexts, each unit offers step-by-step instruction that immerses students in the four key language components: reading, listening, speaking, and writing. Career Paths: Healthcare Management addresses topics including healthcare organizational structures, financial management, human resources management, healthcare marketing, and legal concepts in healthcare.

The series is organized into three levels of difficulty and offers over 400 vocabulary terms and phrases. Every unit includes a test of reading comprehension, vocabulary, and listening skills, and leads students through written and oral production.

Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
- 45 reading and listening comprehension checks
- Over 400 vocabulary terms and phrases
- Guided speaking and writing exercises
- Complete glossary of terms and phrases

The **Teacher's Guide** contains teacher's notes, a full answer key and audio scripts.

The audio CDs (downloadable) contain all recorded material.

Dana Howe has worked in healthcare administration and management for many years. Her experience includes supervisory roles in private practices as well as a hospital environment. She is currently responsible for overseeing clinical staff and support staff, and previous positions have required her to interact with patients and insurance providers.



The **Digital** version of the book contains subject specific videos, instant feedback on all tasks and progress monitoring reports.



