Organizational Structure
Organizational Structure

- Creation of various levels of management within any organization

- Breakdown of the organization into various levels allows for more efficient management of individual departments
Organizational Structure

- Manager of each level delegates authority and responsibility in order to accomplish departmental goals and to accomplish overall organizational goals.

- Visualization of the structure helps employees understand the organization's chain of command who is responsible for a particular area.
Structure will vary from organization to organization depending on many variables such as:

- size
- type of business conducted
- geographic location
- other variables
Organizational Structure

- Large organizations tend to have very complex structures
- Smaller organizations tend to have much more simple structures
Organizational Grouping

Organizational grouping of departments are normally set up according the similarities in job goals which promotes efficiency in accomplishing the overall goals of the organization.
Medical Organizations

✓ Since our main subject area is the medical field we will primarily focus on medical organizations

✓ Organizations large and small will have some type structure to help the organization run more efficiently

✓ We will be looking at the largest of healthcare organizations --- the hospital
Common Categorical Grouping

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

► **Hospital Administrators**

► **Chief Executive Officer (CEO)**
  
  ► Ultimate responsibility for the operation of the entire organization
  
  ► Responsible for ANY decisions made by ANY persons associated with the organization
  
  ► This person usually answers to the “Board” made up of persons specializing in certain business areas
Administrative Services

- **Hospital Administrators**
  - Vice President(s)
  - Department Heads
  - Executive Assistants
  - Assume responsibility for any organizational operations that fall under their area of appointment or area of expertise
Administrative Services

*Hospital Administrators*

**Responsibilities:**
- Business people who “run the hospital”
- Oversee budgeting and finances
- Establish hospital policies and procedures
- Often perform public relation duties
Informational Services

► Responsibilities:

► Documentation and processing of all information within the organization

► Admissions

► Responsible for the collection of demographic information, payor information, assessing the type of services the patient is there for and seeing that the patient gets sent to the proper area or facility for completion of the patient’s care
Informational Services

Responsibilities:

- Documentation and processing of all information within the organization

Billing & Collection

- Once service has been rendered, billing of the patient or their insurance company must be done thus providing funds to pay employees, obtain supplies and equipment, and extend additional services in the future
Informational Services

- Responsibilities:
  - Documentation and processing of all information within the organization
  - **Medical Records**
    - Transcription, maintenance, and storage of ALL patient medical records
    - Copying services for those patients wanting a copy of medical records or copies to be sent to another medical provider
Informational Services

- Responsibilities:
  - Documentation and processing of all information within the organization
  - **Computer Information Systems**
    - Maintenance and repair of ALL computerized informational and diagnostic testing systems within the organization
Informational Services

Responsibilities:

- Documentation and processing of all information within the organization

Health Education

- Patient education R/T Diabetes and other areas of medical treatment, maintaining the medical library, storage of statistical information regarding disease conditions and treatments
Informational Services

- Responsibilities:
  - Documentation and processing of all information within the organization

- Human Resources
  - Responsible for obtaining qualified personnel to fill job positions in the organization
  - Handling of ALL employee benefits such as insurance, retirement, and other benefits
Therapeutic Services

Responsibilities:

- Providing treatment to patients
  - 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
Therapeutic Services

► Responsibilities:
  ► Providing treatment to patients
    ► Respiratory Therapy
      ► treat patients with heart & lung disease
    ► Medical Psychology
      ► concerned with mental well-being of patients
Therapeutic Services

Responsibilities:

- Providing treatment to patients

Social Services

- Connect patients with community resources such as financial aid, Long-Term Care, etc.

Pharmacy

- Composition of and dispensing of medications
Responsibilities:

- Providing treatment to patients
- **Dietary**
  - maintain nutritionally sound diets for patients
- **Sports Medicine**
  - provide rehabilitative services to athletes
- **Nursing**
  - provide care for patients
Diagnostic Services

Responsibilities

- Assistance in determining the cause(s) of illness or injury

Medical Laboratory

- Study of body tissues

Medical Imaging

- Radiology, MRI, CT, Ultra Sound

Emergency Medicine

- Provides emergency diagnoses & treatment
Support Services

- Responsibilities
  - Provides support services for the entire hospital
  - Central Supply
    - orders, receives, stocks & distributes equipment & supplies
  - Biomedical Technology
    - design, build, repair, medical equipment
  - Environmental/Physical Maintenance
    - maintain safe, clean environment
Traditional Organizational Chart
Example 1 of “symbolic representation” of an organizational structure
Example 2 of “symbolic representation” of an organizational structure
**Administrative Services**
- Dept. Heads, Administrators, Managers

**Therapeutic Services**
- Physicians, Scientists-Researchers, Nurses, PT, OT, Speech Therapist, Psychologist, Pharmacist, Athletic Trainer, Pump Reinfusionist, Social Workers

**Support Services**
- Central Supply, Medical Records, Directory, Housekeeping, Transportation, Maintenance, Information Services

**Diagnostic Services**
- Medical Lab: cytologist, Med Tech, Phlebotomist
- Imaging: X-rays, MRI, CT, Nuclear Med Imaging
- Cardiology Lab: EKG Lab
Johns Hopkins Medicine Organizational Structure

NOTE: Dotted lines indicate the unincorporated divisions of JHU and the unincorporated board with delegated powers from JHHS and JHU. Various trusts supporting JHHS and JHU are not shown separately.