

Healthcare MANAGEMENT



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1

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?



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



Reading

2 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 firing.
- 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

Vocabulary

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

- | | |
|----------------|-------------------|
| 1 ___ plan | 4 ___ staff |
| 2 ___ direct | 5 ___ performance |
| 3 ___ organize | 6 ___ healthcare |

- 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.

Word BANK

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 Listen to and read the cover letter again. According to the applicant, what helped her direct the staff effectively?

Listening

6 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.

7 Listen again and complete the conversation.

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

9 Use the conversation from Task 8 to complete the email.

Dr. Sachs,

As you know, our practice is really growing. I think it's time for us to hire a new manager. He/She could _____.

In 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.

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Included Features:

- A variety of realistic reading passages
- Career-specific dialogues
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- 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.



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