



**Student Training Outline – Hospital Administration
Year 4 Health Care Management Clerkship (OCOM 895)
Appendix F - Academic Year 2008/2009**

I. Purpose

There exists an interface between the hospital where the physician practices and his/her patients that impacts the financial viability of the hospital. This linkage requires that all parties understand each other in order to maximize quality of care for every patient –insured, underinsured, and non-insured – and obtain maximum reimbursement for services provided by the hospital. The primary intent of the hospital experience is to provide students with the opportunity to meet with key people in hospital administration to discuss access to care, cost of care, and quality of care issues facing hospitals in the current health care delivery system. Students will benefit from the perspectives and insight of various administrators (e.g., Chief Executive/Operating Officer, Managed Care Contract Negotiator, Director/VP for Nursing Service, Compliance Officer, Coder, etc.) regarding managed care issues and the real world of medicine.

II. Suggested Learning Issues (to be supplemented by respective hospital administrators)

A. *Topics to be covered by administrators during the Hospital Administration experience include:*

1. Forces Driving Health Care Legislation, Decisions and Costs
2. Hospital Contracting with Managed Care Organizations
3. Hospital Survival in Managed Care Environment
4. Plans for Future Development
5. Compliance Issues and Government Enforcement
6. Quality Initiatives of the Hospital
7. Community Outreach Efforts
8. Financial Impact on Hospital of Providing Services to Uninsured Patients

III. Possible Questions for Students to Ask/Initiate during this/these Experience(s)

A. Managed Care Contract Negotiator:

1. How do you decide which contracts to sign?
2. What are the different types of reimbursement models/methods?
3. What cost containment methods are utilized?
4. Is the physician on staff affected by the managed care contracting?
5. What can physicians do to support the process and help the hospital?

B. Compliance Officer, Director/VP for Nursing Service:

1. Is compliance still a major issue in hospitals?
2. How does the government enforce compliance?

C. Coder:

1. What are some of the dos and don'ts in coding?
2. What can physicians do to facilitate the coding process?

D. Hospital CEO, COO, CFO, etc.:

1. What are the hospital's short and long-term financial issues and concerns?
2. What is the managed care percentage of market share in region?
3. What direction is health care going both locally and nationally?
4. What can physicians do to increase their knowledge of hospital issues and to get more involved in its survival, growth, and future?
5. What quality initiatives are already being implemented by the Hospital?
6. What role do physicians have and how do they impact the success of these quality initiatives?
7. What impact do uninsured patients seeking health care services have on hospital finances?
8. What service(s) does the hospital provide or perform that has/have a positive impact on the community? What activities/events are conducted that have a positive impact on the community?