

CHARACTERISTIC OF HEALTH - CARE MANAGEMENT



**Health care organizations
VS
General business enterprises**

Mission Orientation :
**Community service enterprises
VS
Margin of profit-seeking companies ?**



SPECIAL CHARACTERISTIC OF HEALTH CARE MANAGEMENT

1. COMPLEXITY

2. POWER

3. THE ROLE OF PROFESSIONALS

4. DECISION MAKING



COMPLEXITY

- a. Complexity & Variety of Care**
- b. Complexity & Variety of Professionals**
 - * span of education & skills**
 - * experiences**
 - * personal duties**



POWER & AUTHORITY

POWER is the ability to get others to do what is desired of them

AUTHORITY is the right to command and exact obedience from others

* allows managers to make decisions that guide the actions of others



TYPES OF ORGANIZATIONAL POWER

1. LEGITIMATE POWER
2. REPRESENTATIVE POWER
3. EXPERT POWER
4. CHARISMATIC POWER
5. COERCIVE POWER
6. REWARD POWER

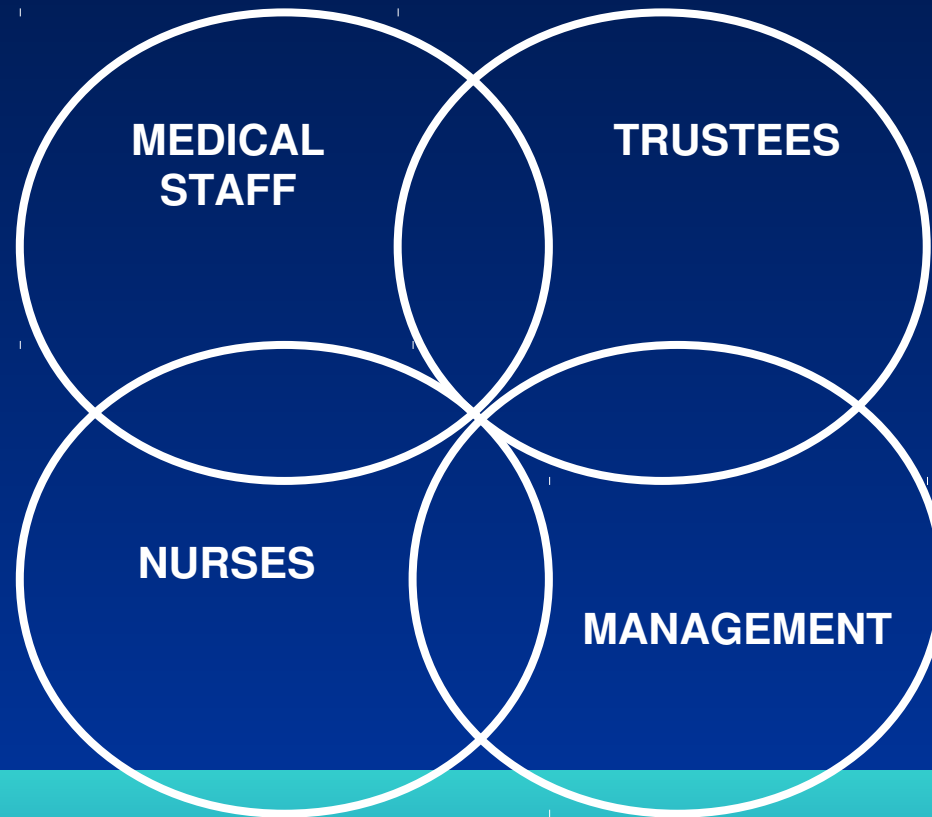
THE ROLE OF PROFESSIONALS

In the health care organizations, power is also derived from expertise and representation :

- * Medical staff
- * Nursing staff
- * Administration staff
- * etc



DECISION MAKING (Coalition Building)



In coalitional decision making, the major decisions can be traced to an inner circle consisting of representatives of the various coalition members



KARAKTERISTIK SISTEM PELAYANAN KESEHATAN

1. Diversity of Provider

a. Varians professionals

b. Varians kualifikasi

(terorganisir & aktivitas dlm berbagai bentuk & jenis)

2. Complexity of Care

Bersifat individuals s/d organisational



PROFIL ORGANISASI PELAYANAN KESEHATAN

Berdasar tipe / bentuk pelayanan yg diberikan :

1. In-patient services
2. Ambulatory services
3. Community based services
4. Other services
 - a. Hospices
 - b. Home-health agencies

ORGANISASI PENDUKUNG/PENYOKONG PELAYANAN KESEHATAN

1. Regulatory & Quasi Regulatory
(Planning services)
2. Third Party Financing Organizations
3. Professionals Associations
4. Pharmaceutical & Medical Equipment
Supply Corporation
5. Educational & Training Facilities

ISSUE PENTING DALAM ORGANISASI & MANAJEMEN YANKES

1. Efisiensi & Efektivitas
2. Konflik dan Perubahan
3. Kelangsungan Hidup & Pertumbuhan
4. Kemampuan dalam Mempengaruhi Lingkungan

CIRI-CIRI ORGANISASI PELAYANAN KESEHATAN

1. Sulit definisikan & ukur output
2. Kompleksitas variabel yg pengaruhi kinerja
3. Pekerjaan cenderung bersifat emergency/ kegawatdaruratan & suasana yg serba tdk terduga
4. Tk ketergantungan yg tinggi dlm aktivitas pekerjaan diantara variasi kelompok profesional
5. Pekerjaan dgn tingkatan spesialisasi yg tinggi (spesialistik)
6. Mengutamakan profesionalitas & loyalitas thd profesi
7. Ijin toleransi yg sangat kecil utk kesalahan

