Chapter 1

- Managers have three ways to improve health
  1. Improve their environment
  2. Improve their lifestyle
  3. Improve their medical care

Environment and lifestyle have bigger effect on health, healthcare HCOs
- Have actively improved environment and lifestyles in communities as well as healthcare services
  - Innovative approaches
  - Ex. Offering wellness programs

Health Services
- Many different services
- Some
  - Prevent problems
  - Diagnose problems
  - Treat problems
  - Support people at the end of life

- Hundreds of different services
  - Arranged in categories under "continuum of care" (Exhibit 1.2)
    - Full range of care from beginning of prenatal care to end-of-life care

Healthcare Organizations
- Large general hospitals
  - Provide a wide range of acute care services
  - Provide services that span many parts of the continuum of care
  - Can also be specialized
- Hospices
  - Specialized to provide a narrow range of services in part of the continuum
- Medical Group Practices and Physician offices
  - Provide many medical services
- Ambulatory
  - Provide services to people not staying overnight
- Research Funding for cancers and/or diseases
  - Examples
    - American Cancer Society
    - American Lung Association
- Trade Organizations
  - Examples
    - American Hospital Association
    - American College of Healthcare Executives
- No absolute boundaries since HCOs overlap with other economic sectors
  - An HCO must interact with other HCOs to produce a continuum of care and health care services for a population

The Environment of Healthcare Organizations
- Consist of sectors beyond any organization's control
  - Examples
    - People