

Specifications of the Successful Health Service Administrator

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Abstract— The delivery of healthcare services is profession that has been widely acknowledge as an individual career and the success in the rendering of such services has been attributed to the the individual professional. However, in an institution where so many other factors are involved and different practices and disciplines are concerned, the coordination and cooperation each individual element is needed and has to be organized and aimed at one and the same goal. The healthcare services administrator is the centerpoint of such institution. It is a great and noble profession that looks after the efficient delivery of healthcare services while being a highly recognized personal development endeavor.

Index Terms— administrator, certification, education, healthcare, licensing, management, qualification, service, training

1 INTRODUCTION

Our view of the practice of healthcare has often been limited to what we see with what doctors and nurses do.

We often fail to notice how hospitals are run by managers and not just operate with the healthcare givers and attendants. For a system to operate properly, all resources should be managed and administered properly.

In a hospital, administrators act as the point of control. They are not necessarily clinicians but a background or knowledge on such field is very helpful. To be a healthcare administrator, one should also be a manager of the hospital's resources and be responsible of upholding the hospital's policy.

Administrators may be generalists or specialists. Generalists are responsible for the overall management of the entire facility, while specialists would be responsible for a specific operation such as of a section or a department like finance, human resources or marketing.

It is necessary to invest in hospital administration understanding that healthcare is one of the major services that are sought after by most individuals and many organizations as well. Healthcare administrators are in demand to realize the efficient and cost-effective delivery of services.

2 HOW TO BE A HEALTH CARE ADMINISTRATOR

2.1 Overview

Health care administrators create great impact in the delivery of healthcare and social services. How these managers steer the course of the healthcare business will provide path to success for the facility as well as for the whole system.

Health care administration is similar to managing any commercial or industrial institution. However, it is largely directed towards the efficient delivery of services to the public seeking medical attention.

As a healthcare administrator, one should be skillful and tact in the many aspects of management. He or she should be careful in budgeting, tough in making decisions, and able to gain and maintain the respect and cooperation of all everybody involved in the organization as well as its stakeholders. [1]

2.2 Qualifications

Healthcare administration is aptly compatible with the job of any business manager. But it should be a very big plus factor if such manager has also a comprehensive background on the healthcare profession.

Historically, healthcare services administrator were once limited to the nurses. But as they have later found out, a person or persons who can focus on the efficient management of the facility's resources, able to uphold the hospital's policies, able to coordinate every aspect of operation is what the organization needs to abide by the mission and vision of the facility or institution.

2.3 Education

Education is primarily important. To become a Health Care Services Administrator requires significant formal education. Employers are likely to choose those with degrees related to medicine, and at the same time, they should also have had education in finance and management.

A bachelor's degree is the standard entry-level preparation required for the job. Bachelor's Degree programs in healthcare administration are available in universities in the United State and many other countries. It is a four-year program which include courses to train student about overseeing finances, tangible and intangible assets, human resources and business operations and management at hospitals and other medical facilities[2]. It also includes studies on the conduct of community services as well as other social and civic activities.

There are employers, however, that will give preference to promote or hire professionals with experiences related to nursing since they are ideal for administrative roles in relation to healthcare. Executive positions require graduate education such as a MBA, or master's or doctoral degree in health administration. Universities, both private and public, offer graduate courses for future health service administrators. Subspecialties would include long-term care administration, like gerontology as longevity improves. Health information management and health demographics are also given significant attention and, is also included in the focused

areas.[3] These master's and doctoral degree programs include a mix of courses in financial management, organizational behavior and information systems in relations to medical practice and healthcare provision.

In the US, those who aim to become health care administrators should look for educational programs accredited by the Commission on Accreditation of Healthcare Management Education.

2.4 Training

Internship is an essential part of the curriculum for health care administration, especially with graduate programs. Ancillary roles or assisting works under the guidance of a professional health administrator benefit the company as well as give the student a real-life learning experience in the practice of health care. When starting out, health care administrators are expected to already be equipped with managerial skills and are independent; not relying on further instructions as they are supposed to have already learned the organization's policy and are able to make decisions based on such policies.

2.5 Licensing and/or Certification

Licensing requirements vary from state to state in the U.S. And although a license is not necessary in some areas or is not required by private organizations, a state license is an additional qualifying element or a plus factor in an employment arena.

Depending on the role of a health care administrator, certifications may also vary or even optional. These certifications are offered by professional associations recognized by the state. In the US, they include the American College of Health Care Administrators, for assisted living professionals and for long-term care, and also the Professional Association of Health Care Office Management for managers of medical practice.

2.6 Important Skills and Qualities

Provision of health care is constantly changes and and adopts with different changing factors like the development of technologies, management innovations and natural environmental factors that causes the emergence of new health challenges or the eradication of old ones. Healthcare service administrators must be proficient to tackle any of these developments and challenges and are able to adjust to modern policies and newly enacted health care laws as well. They have

to be organized, creative or innovative, flexible and analytical in implementing policy changes. Communication skills are very important when dealing with people at all levels. Understanding of each individual's specialties and roles are essential in order to appropriately convey and receive factual communications as well as suitably weigh in new ideas or suggestions. Professionalism and appearance are also important because administrators are also leaders respected for their particular contribution to the organization. Appreciating the organization's mission and vision keeps the administrators activities aligned to its goals and objectives.

3 SUCCESS OF THE HEALTH SERVICES ADMINISTRATOR

Success at the personal level may vary between individual as the level of contentment is not a constant quantifiable value. Commonly success comes in the form of acquiring higher salaries, relative to the cost of living in the locality where you reside.

According to the U.S. Bureau of Labor Statistics, mean annual wage for Health Services Administrators is estimated to be \$101,340.00. But rate significantly vary depending on the responsibilities handled. Experience and reputation also contribute greatly to the worth of the administrator.

Various other factors that influence salary of a healthcare administrator include the position of the professional, ones graduate education and the designated jobs or responsibilities that were assigned to him. For example, health administrators that supervise smaller facilities with, say, less than six physicians can look forward to a salary that reaches on the average, \$87,863. Larger companies that consist of larger number physicians, bigger facilities and higher valued assets could give a health administrator an estimated income of \$148,607 per year. [4]

Directors of operations earn as much as \$127,451, while a Bachelor of Science Health Care Administration Degree program graduate who landed a job of an Office Manager could earn as simple as \$40,000.00 in smaller scale organizations, according to the Payscale website.[5]

4 ADVANCEMENT OPPORTUNITIES FOR THE HEALTHCARE ADMINISTRATOR

Healthcare administrators are relatively at the higher echelon of the organization. But they are in no way restricted to move up further in the executive ladder. A manager of a department could move up to be in charged with multiple departments or would be tasked to manage the entire facility. Administrative professionals with ample experience are also qualified to be consultants, educators or even policy makers for a private conglomerate or government in the better interest of public service.

5 CONCLUSION

Healthcare administration at a short glimpse would look like

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making business out of other people's sickness. The notion of commercialization of health services is quite unavoidable. But if we look closer at the essence of healthcare service administration, we would see in it the noblest purpose of providing the most efficient and effective healthcare to those who need it and the laudable intent not to settle for a mediocre performance of function but to become better continuously for the welfare of humankind.

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