

The future international health service administrator

[Alsaadi Badr]

Abstract— Health service administration is one of the developing professions today. Healthcare is changing more rapidly than almost any other field. Health service professionals analyze and develop programs that protect the health of individuals, families and communities in world. Using education, IT, development of healthy lifestyles, research and program implementation, public health professionals are agents for disease prevention and health promotion.

Index Terms— Health service administration, healthy lifestyles, IT , health care program, implementation.

1 INTRODUCTION

Health service administration is one of the emerging professions today. This is because the industry itself is expanding and growing. This is why the future health service administrators are facing more challenges and more opportunities. As the industries expand, administration becomes much more important because we need to have the proper tools and power to manage them.

In this research we are going to look at the different factors and phenomena that future health service administrators will certainly have to deal with. These factors and phenomena will have an effect on the changes in the tasks of the health service administrators. Along with these factors and phenomena, we will also look at how these new tasks and orientation will lead to more challenges in the profession. Finally, we will look at how these changes can also lead to newer directions in the development of the profession and to the change in roles of the health service administrator in the public.

2 Changes in the health service sector

There are a number of things that are currently changing the profession of health service administration. These changes are brought by a number of factors. These are: high coverage for the public, fast changes in the technology and practice of health service, the digitalization of the health service and the explosion of information (Revard and Rivay, 2012). These factors would be creating the conditions of the following changes in health service administration.

More people will be covered

Health service is a public type of service. Ideally, anyone who seeks medical attention must be given medical attention. However, this is not what happens in real life. None-

theless, more and more people are being covered by the government. Moreover, charitable organizations are funding healthcare for the underprivileged. This is bringing in more people into the health service sector.

This means a lot to the future health service administrators. This means that they should be trained to handle different types of people. As demand for healthcare goes higher and higher, more personnel would be hired to accommodate them. This means more variations of employees to manage and more personalities to weigh. This compels the administrators to open their administrative frameworks for different types of people. They cannot possibly expect all people to understand and follow the framework they made.

Technology would be crucial

Although health service is public type of service, it is often competitive. Healthcare institutions battle for the most efficient gadgets and most advanced technology. Healthcare administrators will often calculate their decision based on predictable data. However, in an age where technologies easily get phased out and new gadgets enter the market every day, it is necessary for healthcare administrators to know for themselves what technologies to choose (Herlingzer et al, 2015). They should be knowledgeable enough to know when to make a change in technology and practical enough to know when to stick to a technology.

They would also be more accustomed to changing habits and skills. They know that newer technologies change the game in a lot of ways, and they would be able to decide and strategize based on these changes. They would not content themselves to old but 'reliable' machines and they would be willing to try out newer and possibly better technological tools to help them in their administrative tasks.

Administration will be much less hands-on and more intuitive

Technology is becoming more and more a part of our daily lives. This is also the same with the health sector. For example, electronic data is used more and more to manage health processes as well as staff information. Even biometrics is now used for sorting out and analysis. It is certain that in the future, health service administrators would be relying on electronic devices and digital data to manage their work.

This means that administrators would have to be more knowledgeable about the digital life. They need to become comfortable and even masterful in sorting data. They can do a lot of things with just simple knowledge about how to cross-reference data, how to use algorithms to make administrative decisions and others. With masterful skill, they would be creative in their administrative task, rather than simply crossing out and checking for Xs and Os. They would be less concerned about going from office to office if they can analyse digital data comprehensively.

Finally, information would play a key role in administration. Administration is not simply a matter of knowing where to put something. It is also about knowing as much as you can to gain competitive edge. Health care administration would become less about administration gimmicks but the capability to gather as much information as possible and knowing how to apply them to your decisions.

Collaborative effort would become important

Administration is often seen as a top-down process. In any sector, administration is often looked at as a separate field where professionals look for the best way to keep their employees from working. However, healthcare is not just business. It is about helping people to become better. Collaboration is not just a way to make things 'more efficient' or to minimize the expenses. It is also about looking for the best way to help the patient. For an administrator, it is about setting the right conditions for the development of the staff and opening up the organization for collaboration.

Specialization would change the profession

As already said, administration would be about looking for the right places for the people. As the industry gets deeper and more efficient, specialization would be something that administrators would certainly need to consider. Jobs that take only one person to do will now be divided into subtasks. This adds challenge to the task of administration, because it adds more factors to the decision-making. This challenge, however, also provides some good because it allows the administrators to mix it up a little. They can now move these

little pieces around and possibly improve their decisions and strategies. This can also develop their critical skills.

3 Challenges and opportunities

There are a number of challenges for the future health service administrators. These challenges come from the need to adapt the profession to the changing nature of the industry and the demands of the new conditions.

The first challenge would be concerned with how the future health service administrators would be able to adapt to a fast-paced world. Tasks and even personnel get shifted with a lot of frequency than before. Administration becomes an all-around job, as new job expectations require the administrators to know how to decide in the fastest way possible. This would compel the future administrators to learn how to analyze and weigh each factor, small and large, to make the best possible decision (Wolper, 2004).

The second challenge would be the increasing complexity of inter-professional and international collaborations. Today, borders are becoming less and less significant in the health sector. Patients can now travel around the world to seek medical aid. The word 'health tourism' becomes a buzzword in the recent years. Healthcare is becoming much more international and collaborative. It is now impossible to see each health institution as independent subjects. Administrators will need to learn how to reach out to others and also know how to deal with those who are reaching out to them. This makes administration much more complex and difficult.

Nonetheless, these challenges also provide more opportunities for development. Future health care professionals would not simply be 'managers', they would become strategists who know how to mine for information and use them to their advantage. They would also have to opportunity to explore more options in making decisions since they can seek the help of other institutions. Collaboration would become important, in contrast to today when administration is often seen as a bureaucratic type. For future health care professionals, administration would be a creative and more interesting profession.

The future health service administrators are facing more challenges and more opportunities. Some of the changes that would influence these challenges are the following: more people will be covered which will lead to higher demand and variety of patients; technology and adapting to fast-changing trends would be crucial; administration will be much less hands-on and much intuitive; collaborative effort would become important because of the relevance of inter-profession and international connections; and finally, specialization would change the profession by making it deeper and more complex.

These changes would lead to challenges for the future

health care administrators. Two of these challenges are the following: the future health service administrators would be compelled to adapt to a fast-paced world. They need to become comfortable with working on limited timeframes and ever-changing conditions and factors. They cannot rest assure that a formula that worked before will work again in a new contexts. The second challenge is the increasing complexity of inter-professional and international collaborations. It is now required for administrators to know how to talk and expand their vision globally. They cannot limit themselves to the vision of their own health institutions or the things they learn from the books. They need to continually look outside and compare it to what is happening inside their respective organizations.

Nonetheless, the said challenges also provide more opportunities for development. These conditions require health administrations professionals to expand their job descriptions and to reconfigure their administrative work. They need to smoothen out their place in the fast-changing world. Administrative work may seem simple enough, but they cannot simply read a book and tell the members of their organization to do their jobs. They need to have the right skills to enable them to swim in the endless flood of information. Administration will now become a sort of 'selection' of what is relevant and what is not.

- Factory Models for Cancer Care." Harvard Business School Case 313-030, August 2012. (Revised August 2015.). Print.
- [2] Revard, Chris and Karl Ribay. "The 5 Mega-Trends That Are Changing the Face of Health Care." *The Atlantic*. May 9, 2012. <http://www.theatlantic.com/health/archive/2012/05/the-5-mega-trends-that-are-changing-the-face-of-health-care/256854/>. Web.
- [3] Wolper, Lawrence. *Health Care Administration: Planning, Implementing, and Managing Organized Delivery Systems*. 2004. Jones and Bartlett, MA. Print.

IJSER

REFERENCES

- [1] Herzlinger, Regina E., Amit Ghorawat, Meera Krishnan, and Naiyya Saggi. "Hub and Spoke, HealthCare Global, and Additional Focused