Section One: Hospital Overview

Departmental Functions

Administrative Departments
- Hire, train, evaluate, and discipline personnel.
- Recruit, train, and coordinate volunteer services.
- Plan and organize events to present and maintain a positive image of the hospital in the community.
- Plan and coordinate advertising to maintain the hospital’s visibility in the community.
- Purchase and inventory materials, supplies, and equipment.
- Handle legal issues that arise.
- Ensure compliance with all federal and state regulations.

Finance Departments
- Record, monitor, and analyze financial transactions and prepare reports required.
- Perform tasks to receive a patient in the hospital including: obtain and enter information in the computer, obtain consents and authorizations, prepare a chart, and assign a room and bed where appropriate.
- Record charges, payments, adjustments, and write-offs, and prepare claim forms and patient statements.
- Provide assistance to patients in understanding their accounts and resolving billing issues.
- Monitor and follow up on accounts receivables.

Operation Departments
- Maintain building, equipment, and surrounding grounds.
- Develop and manage off-campus clinics.
- Inventory and distribute supplies and instruments.
- Measure quality of services.
- Develop, implement, and monitor procedures to reduce risk.
- Monitor resource utilization.
- Evaluate medical staff experience and training for credentialing.
- Assist patients in understanding their illness, treatment, and recovery from a social and economic perspective.
- Oversee the maintenance, storage, retention, and security of patient medical records.

Clinical Departments
- Provide patient care services in various departments:
  - Nursing Services
  - Ancillary Services
  - Pathology/laboratory
  - Radiology
  - Physical rehabilitation
  - Respiratory therapy
  - Pharmacy
  - Other Clinical Services
    - Medicine
    - Surgery
    - Anesthesia
    - Pulmonary
    - Cardiology
    - Emergency

Figure 3-4 Administrative, Financial, Operational, and Clinical departmental functions.

Figure 3-5 Administrative departments.

A department-by-department overview of hospital structure provides detailed coverage of how hospitals really work.