Dr. Susan, I need help on the following business operations and administration.

**Case1.** Research the online library, Internet, required readings, and other resources to develop a more complete appreciation of business operations and administration.

Based on the findings, write a scholarly paper (5-6 double spaced pages) that clearly addresses the following:

1. Identify and describe an area of business operations and administration to include the services provided, key personnel within the department, and how this department supports or is supported by other departments.

2. Identify and describe at least two trends that have an impact on the setting you selected. This can be trends related to supply and demand, political climate, regulatory, demographic changes, or patient care.

3. Evaluate the impact of these trends on business operations and administration.

4. Analyze the trends and thinking as a healthcare administrator, how do you capitalize on these trends to improve operation and bottom line performance? How can you mitigate the negative impact of the trends?

**Case2.** The purpose of this assignment is to gain benefit from the perspective of a leader in the area of business operations and administration. This can be where you currently work or have access to members of the leadership team. Use the same area of business operations and administration you researched for the case assignment.

Prepare and submit a 5-6 pages paper responding to the following items:

1. Provide an overview of the business operations and administration area you’ve chosen.

2. Conduct an interview with a member of the leadership team responsible for the department/unit.

3. In your interview be sure to address, at a minimum, the following:

a. Provide background information on the interviewee (title/position, summary of academic and professional background, etc.).

b. Identify trends (i.e. supply and demand, political climate, regulatory, demographic changes, or patient care) that are impacting this area of business operations and administration and how these are being leveraged or mitigated by the leadership.

c. Identify the challenges (micro or macro level) this department is experiencing. How are they addressing these challenges?

4. Based on your interview and research you’ve conducted for both the case and SLP assignments create a table that illustrates the similarities and differences in trends between the research conducted for the case assignment and the feedback in the interview. Analyze and discuss the findings shown in the table. This analysis should include both quantitative and qualitative approaches to analyzing the data.

**N/B: Business Operations and Administration Services**

There are several sections that fall into this category.  Some of these services are provided in the business office. It is here that patient billing occurs. Budgets are prepared and finalized. The funds to run the day-to-day operations are dispensed from this department. Whether the organization is free-standing or part of a larger system, there will be someone who performs these functions. Another area is facilities. Without a building, beds, furniture, equipment, there would be no patients. These items are all necessary in order to provide the needed care. For example, the housekeeping staff keeps the place clean and inviting. The maintenance team ensure the grounds and facilities are in a good state of repair. Administration includes the senior leadership and other personnel needed to ensure the facility is following applicable rules, regulations, policies, and procedures. It also includes the personnel who keep staff and visitors safe on a daily basis.

The following table provides examples of this category. The examples are listed under the broad categories of “Facilities” and “Business Operations”, and “Administration”. These lists aren’t intended to be all inclusive, but will give you a better understanding of the number and nature of sections that work behind the scenes to ensure patients receive the care they need.

|  |  |  |
| --- | --- | --- |
| Facilities | Business Operations | Administration |
| Housekeeping | Health Information Systems | Executive Office |
| Maintenance | Billing/Coding | Compliance |
| Grounds/Lawn | Patient Admissions | Security |
| Engineering | Patient Advocacy | Quality Assurance |
|  | Finance | Chief of Staff |
|  | Human Resources |  |
|  |  | -- |