

---

An approach to Business Administration process and procedures

**Sulaiman Jumaan Al Swaidi**

Senior Administrative Affairs supervisor, Hamad medical corporation, Doha,  
Qatar.

sulaiman691@gmail.com

---

**Abstract :**

---

Healthcare administration is the management of all the non-clinical functions involved in operating a healthcare facility, from day-to-day operations to staffing to budgeting and finance to long-term strategic planning to ensure the success of the healthcare provider or system. . This review article analyzes the business administration process and procedures related to the health care, this article reveals research directions and bridges of literature in a wide range of fields of business administration (e.g., different roles, responsibilities, approaches) healthcare administrators strive to improve the business of healthcare; an endeavor that always starts with sound policy and top-quality patient care.

**Keywords: leaders, Administration, Business.**

**Abbreviations :**

**PODC:** planning, organization, direction, and control.

**HIPAA:** The Health Insurance Portability and Accountability Act of 1996.

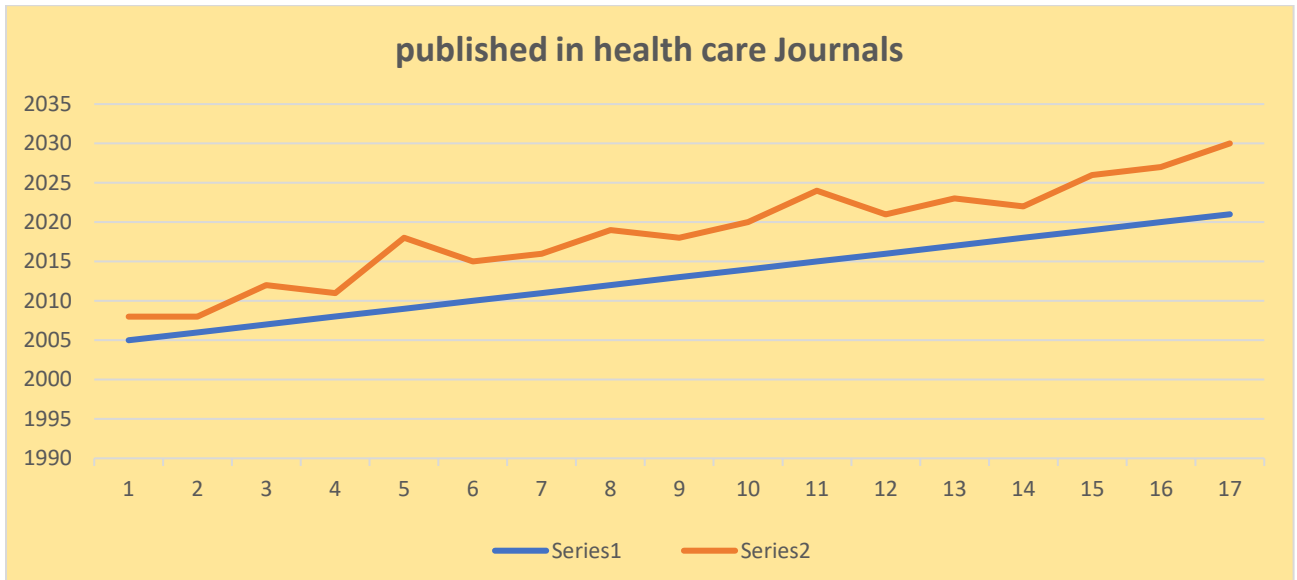
---

Receive Date : 20/8/2022	Accept Date: 15/9/2022	Publish Date : 1/1/2023
--------------------------	------------------------	-------------------------

**Introduction :**

Early hospital administrators were called patient directors or superintendents. At the time, many were nurses who had taken on administrative responsibilities. Over half of the members of the American Hospital Association were graduate nurses in 1916. Other superintendents were medical doctors, laymen, and members of the clergy. In the United States, the first-degree granting program in the United States was established at Marquette University in Milwaukee, Wisconsin. By 1927, the first two students received their degrees. The original idea is credited to Father Moulinier, associated with the Catholic Hospital Association. The first modern health systems management program was established in 1934 at the University of Chicago. At the time, programs were completed in two years – one year of formal graduate study and one year of practicing internship. In 1958, the Sloan program at Cornell University began offering a special program requiring two years of formal study, which remains the dominant structure in the United States and Canada today (see also "Academic Preparation"(13).

Health systems management has been described as a "hidden" health profession because of the relatively low-profile role managers take in health systems, in comparison to direct-care professions such as nursing and medicine. However, the visibility of the management profession within healthcare has been rising in recent years, due largely to the widespread problems developed countries are having in balancing cost, access, and quality in their hospitals and health systems.(14)



Figure(1): Health care Journals.

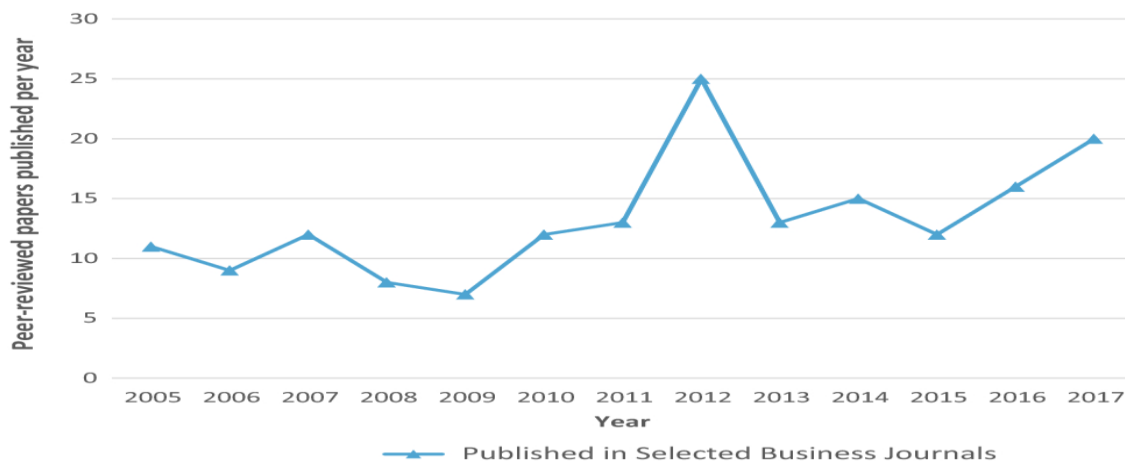


Figure (2):published in selected journals.

### What Is a Healthcare Administrator?

Healthcare administrators work behind the scenes to make large-scale decisions for the healthcare facility or institution. They deal directly with policy and budgets to create better patient experiences and ensure the safety of guests and staff.

Healthcare administrators have in-depth knowledge of the regulatory framework in patient care. Their responsibilities are entirely different from the responsibilities of a doctor or physician. While physicians manage patients directly, healthcare administrators oversee the facility itself and usually have a bachelor's degree or master's degree in healthcare administration. (11)

### Healthcare Administrators' responsibilities :

A healthcare administrator's job responsibilities may change depending on the facility. Healthcare administrators can work in a nursing home, surgery, physical therapy, and other healthcare facilities. (10)

The most common job responsibilities for a healthcare administrator include:

**Develop** work schedules for staff and physicians.

**Manage** facility finances.

**Manage** patient fees and billing.

**Improve** facility efficiency and quality.

**Ensure** that the facility complies with all laws and regulations.

**Train** staff members.

**Communicate** with physicians and nurses.

**Present** investor meetings and meet with governing boards.

**Monitor** budgets and spending.

Healthcare administrators have a wide range of roles and need to be flexible enough to pick up new roles through their employment. The location and size of the healthcare facility may also influence job responsibilities.

Some healthcare administrators may manage an entire facility, while others may focus on a single department within a facility. No matter where the healthcare administrator is employed, they are required to know both state and federal laws and ensure that HIPAA laws are followed within their area of responsibility and expertise. (9)

The sheer size and complexity of many of our nation's healthcare systems mean that healthcare administration encompasses everything from policy making to human resources to department management and beyond. However, the goal of healthcare administration is always the same: to ensure the coordinated delivery of healthcare and the efficient management of medical facilities. based on the type and size of the healthcare system, healthcare administration may involve a number of teams working in unison to manage the system at every level. (9)

Healthcare administration may involve the oversight and management of:

An entire healthcare system

Specific facilities, such as physician's practices, hospitals, and home health agencies

Specific departments or units, such as critical care units, emergency departments, and cardiac care units

Specific clinical areas, such as nursing, physical therapy, and cardiology

Specific areas, such as staffing, facility administration, admissions, and finances.  
(8).

### The Value of Healthcare Administration

The American College of Healthcare Executives calls healthcare management a “hidden” career since it is one of the last things to come to mind when most people think of medical services. Although the work of professionals in healthcare administration occurs behind the scenes, their worth is undeniable. In fact, healthcare administrators have a tremendous influence on the availability, accessibility, and quality of healthcare in our nation’s communities. (1)

Skilled healthcare administrators create an environment in which healthcare providers are able to practice both effectively and efficiently. It also provides safe, comfortable, and compassionate places for people to receive health services.

Although healthcare administration is concerned with the business side of healthcare, it does not diminish the focus on providing top-quality and highly effective patient care. (10)

### The Evolution of Healthcare Administration

Along with advances in medical science and the expansion of hospitals in the United States, healthcare administration has grown as a field of employment. Prior to the beginning of the twentieth century, the wealthy received care at home,

while the poor and those without families seeking treatment in hospitals. There were few opportunities to improve the health of hospitalized patients during this period. (1)

However, the introduction of anesthesia, the evolution of modern surgery, and the discovery of antibiotics transformed hospitals into locations that could alleviate suffering and provide cures. The number of hospitals in the United States increased from 170 to approximately 7,000 between 1875 and 1925, while the number of hospital beds increased from 35,000 to more than 860,000. (2) Early hospital administrators, often referred to as superintendents, were typically administratively tasked with nurses. The first formal hospital administration and nursing school administration education programs were not established until 1916.

Hospital Administration, A Career: The Need for Trained Executives in a Billion Dollar Industry and How They May Be Trained was the title of the first book on hospital administration, published in 1929. This publication proposed a two-year hospital administration graduate degree program. In 1934, the University of Chicago was the first institution to offer such a program. In the 1940s, eight additional universities added programs. In the 1950s, nine more programs were produced, and in the 1960s, there were fifteen more. (2) In 1968 the Accrediting Commission on Graduate Education for Hospital Administration (now the Commission on Accreditation of Healthcare Management Education) became the accrediting agency for graduate programs in health administration. Today, a large group of educational and professional associations sponsors this agency, including the American College of Healthcare Executives, the American College

of Medical Practice Executives, the American Public Health Association, the American Hospital Association, and more.(2)

### **Health and Medical Administration Field:**

Over the last century, healthcare administration has witnessed dramatic changes:

Hospitals have become large, complex organizations technology has advanced exponentially Healthcare financing has moved from private pay to a complex, third-party reimbursement system government has taken on a larger role in healthcare delivery Engineering and bioengineering support .(11)Despite these significant changes, the field continues to focus on the business and financial aspects of hospitals, clinics, and other health services, with particular focus placed on efficiency and financial stability.

The primary roles of professionals in healthcare administration include:

Human resources management

Financial management

Cost accounting

Data collection and analysis

Strategic planning

Marketing

Maintenance functions of the organization



Providing the most basic social services: the care of dependent people at the most vulnerable points in their lives.

Maintaining the moral and social order of healthcare organizations.

Serving as patient advocates.

Serving as arbitrators in situations where there are competing values

Serving as intermediaries for the various professional groups practicing within the organization(2).

Some of the challenges professionals in healthcare administration face today include:

Ensuring effective, efficient healthcare services for communities

Shortages of nurses and other healthcare workers

Concern for the safety and quality of healthcare services

Rising healthcare costs

An aging population

Rapidly changing medical terminology and practice.(7)

#### Administrative Process Definition

It is a process workflow followed across any type of business that may be either a private or public organization. The administrative process has four basic

functions of administrative process: planning, organization, execution, and control.

Administrative procedures are the office duties that must be completed in order for a firm to function properly. Human resources, **financial management**, marketing, and **accounting** are all examples of administrative procedures. Essentially, any process that involves the management of information that is necessary to run a firm is classified as an administrative process.(4)

#### Examples of Business Administrative Roles & Responsibilities

Here are some of the roles and responsibilities of business administrative examples. Sending/follow-up emails to clients, Emails from clients are forwarded to the relevant recipient.

1. Making phone calls and transferring them as needed.
2. Taking care of customer problems and complaints.
3. Client's phone messages are being accepted.
4. Correspondence about business matters. (10)

#### **Business Administrative Approach**

The fundamental steps of the administrative process should serve as a framework for achieving the objectives in a methodical manner. These administrative processes should be designed to promote uniformity, efficiency, accountability, and transparency in the organization. (2)

#### **The approach of Functional:**

Following the functional approach, the administrative process is divided into four components: planning, management, organization, and control. These are administrative tasks that must be completed. The functional method is based on

breaking down administrative functions into their constituent parts. However, it should be emphasized that while these tasks can be separated, they cannot be separated and isolated.(5)

### **The approach of Procedural:**

In the procedural approach, PODC (planning, organization, direction, and control) are the phases of a process that must generate a result in the case of an administrative procedure. Characteristics of the business administrative process are dynamics, continuity, flexibility, interactivity, and organic. This is basically to adapt to different scenarios with the same administrative process, within each process, there are activities that are subdivided into others. (3)

### **Parts of Business Administrative Process**

Let us step by step discuss the important functions and parts of business administrative processes and procedures in detail:



Figure 3 : Business Admin process .

### Administration concepts :

**Planning** is the initial phase of a business or organization plan during which business planning and strategies are developed.

**Organization:** To distribute the work among members of the group and to establish and recognize the necessary relationships.

**Control:** Physical activities to conform with the business plans.

**Execution:** By the group to carry out the tasks required with will and enthusiasm.

#### What is Planning?

**Planning Definition:** In the **business management** process, planning is also called the decision-making process. In this phase, brainstorming is performed for organizing and managing business activities and preparing strategies for business growth. The planning process is divided into three parts; they are:

Analyzing various roadmaps for the business.

Evaluating different roadmaps for the business.

Finalizing a specific roadmap as a part of a business plan.(1)

#### What is Organization?

**Organization Definition:** In the administrative process, an organization is a set of charges whose rules and standards of behavior should be followed by everyone, and everyone should make use of this medium that allows a company to achieve its specific objectives.(7)

#### Importance of Organizational Structure

It is character continuous (expression, contraction, new products).

It is a medium that provides the best way to achieve the objectives.

It provides the methods so that they can perform the activities efficiently, with minimal effort.

Avoid slowness and inefficiency.

Reduce or eliminate duplication of efforts, in determining the functions and responsibilities.

The structure should reflect the objectives and plans of the company, the authority, and its environment.(11)

### **Basic Steps Involved in Organizing Process:**

Divide the entire workload into tasks that can be executed in a logical and convenient for individuals or groups. This is known as the division of labor.

Combine tasks logically and efficiently, the group of employees and tasks are often referred to as departmentalizing.

Specify who depends on who in the organization, linking departments produces a hierarchy of the organization.

Establish mechanisms to integrate the activities of all departments on a consistent and to monitor the effectiveness of such integration. This process is known as coordination.

Reward with good pay and recognition for a job well done.

Meet the needs of employees through efforts at work.

Review the implementation efforts in light of the results of the control.(8)

### **What is Control?**

Control means managers have always found it suitable to confirm or monitor what is being done to ensure that the work of others is progressing satisfactorily towards the prearranged target is called control activities.

Set a suitable plan, hand out the components required for activities that plan and the successful implementation of each person do not ensure that the company will be successful. There may be disagreements, misinterpretations, and sudden obstacles and should be reported promptly to the manager so that corrective action can be taken.(9)

### **Most Important Risk Management and Control Activities**

A few of the important control activities are listed below that you are supposed to follow:

Compare the results to the general plans.

Devise effective means of measuring operations.

Communicating means which is measurement.

Transfer detailed data so they show comparisons and differences.

Adjust control in the light of the results of the control.

### **What is Execution?**

Execution means physical activities resulting from the steps of planning and organization, the manager needs to take steps to initiate and continue the actions required for the group to run the task. Among the common measures used by the manager to put into action, the group is directing, developing managers, educating, help members to improve their work. This is called execution. (3)

### **Most Important Execution and Implementation Process**

Here are a few important implementation process activities that you may put into practice. (6)

Put into practice the philosophy of participation for all those affected by the decision.

Driving and challenging others to do their best.

Motivate members.

Communicate effectively.

**Conclusions:**

These are several stages to the business administrative process. Managers typically do the majority of the business administrative procedures and duties, although the amount of time and effort spent on each function varies based on the talents at the organizational level. It is possible to argue that planning without control is pointless. You can attain your goal if you have control over the situation.

**Skills needed to succeed in administration****1-Computer and technology skills**

Administrative work usually means working with computers and various types of technologies. Through study and experience, you may have learned the different types of software and hardware used to complete daily tasks. Equipment like printers and computers is common in this field. Being skilled in the use of these pieces of equipment, programs, and software can help you succeed in an administrative environment. (10)

**2-Organizational skills**

Staying organized can be important for those in administration roles as they often work with large amounts of clients together with regular documentation that needs to be handled meticulously. Time management and performance can be enhanced if organizational skills are utilized. Administrative professionals manage various appointments, calendars, meetings, and other events effectively to ensure an office continues to run efficiently. You could stay organized by

creating a comprehensive to-do list or identifying your goals and rewarding yourself when you achieve them.(11).

### **3-Written and verbal communication skills**

Administrative professionals need strong written and verbal communication skills to help them complete their daily tasks. Administrators interact with employees and clients, in addition, to answer phones and emails. These professionals should be able to relay information to others effectively. In the case of written communication, keeping things short and to the point and using an active voice may contribute to success. (11)

### **4-Time management skills**

To succeed at administration work, good time management is helpful. Good time management skills can relieve stress by helping administrators meet deadlines. Time management skills also help avoid work build-ups or overlapping. Planning, multitasking and delegation can be helpful tools in keeping your time management under control.

### **5-Self-motivational skills**

Those in administration roles often work unsupervised, so it's vital for them to continue to drive themselves to perform effectively. Self-motivation is an important skill to constantly improve one's standard of work and meet deadlines. Some useful tips for increasing your self-motivation are to track your progress, hold yourself accountable and celebrate your achievements.



**References :**

1. Binkley, J. C. (2022). Civil-Military Relations During the Trump Administration: Rejection of Military Professionalism and the Deterioration of Civil-Military Relations. *Armed Forces & Society*, 0095327X221106783. HD. Health and Medical Administration.(2021). <https://www.healthcareadministrationedu.org/what-is-health-and-medicaladministration/>
2. ANGER, H. S., UNO, J. K., & ODU, L. A. EDUCATIONAL ADMINISTRATION AND TEACHING PROFESSIONALISM: A TOOL FOR EDUCATIONAL REVITALIZATION IN NIGERIA.
3. Ageiz, M. H., Elshrief, H. A., & Bakeer, H. M. (2021). Developing a professionalism manual for nurse managers to improve their perception regarding professionalism and professional identity. *SAGE Open Nursing*, 7, 23779608211026174.
4. Humphrey, N. M. (2021). Emotional labor and professionalism: Finding balance at the local level. *State and Local Government Review*, 53(3), 260-270.
5. Humphrey, N. M. (2021). Emotional labor and professionalism: Finding balance at the local level. *State and Local Government Review*, 53(3), 260-270.
6. Santosa, A. B. (2022). PRINCIPAL'S LEADERSHIP STRATEGY IN THE DEVELOPMENT OF TEACHER PROFESSIONALISM. *JAMP: Jurnal Administrasi dan Manajemen Pendidikan*, 5(1), 1-7.
7. Ellison, M. (2021). De-professionalism and austerity: Challenges for the public sector by Nigel Malin [Book Review].
8. Al Swaidi, S. (2022). Strategic Planning of Business Development in Health Care. *NILES journal for Geriatric and Gerontology*, 5(2), 338-353. DOI: 10.21608/niles.2022.253807.
9. Elkordy, M., Ben Chaabane, M. (2022). Effectiveness of Mental Health Case Management Services during pandemic Covid 19. *NILES journal for Geriatric and Gerontology*, 5(1), 201-205. DOI: 10.21608/niles.2022.204698.
10. Mohammed Hassan Amine, Mohamed Yasser Saif, & Noha Ahmed Mohamed. (2021). Factors Affecting Quality of Health Care among Old Adults at Beni-Suef University Hospital. *Medico-Legal Update*, 21(2), 801–812. <https://doi.org/10.37506/mlu.v21i2.2781>.

11. McAlearney, Ann Scheck (2006). "Leadership Development in Healthcare: A Qualitative Study". *Journal of Organizational Behavior*. 27 (7): 967–982. ISSN 0894-3796.
12. Pellegrini, Lawrence C.; Rodriguez-Monguio, Rosa; Qian, Jing (2014). "The US healthcare workforce and the labor market effect on healthcare spending and health outcomes". *International Journal of Health Care Finance and Economics*. 14 (2): 127–141. ISSN 1389-6563.
13. Haddock, Cynthia Carter "A Brief History of Healthcare Management" Archived 2012-09-04 at the Way back Machine, 2002.