

HEALTH CARE DELIVERY SYSTEMS

Chapter Writers:

¹ **Mr. Amit Kumar Dev**, Assistant Professor, V M College of Nursing, Bishrampur CG

² **Mrs Eshpa Pandey**, Associate Professor, V.M. Nursing College Bishrampur, District Surajpur, CG

³ **Varsha Thakur**, Nursing Officer, AIIMS Vijaypur, Jammu

³ **Smriti Kumari**, Assistant Professor, Shri Sai College of Nursing and Paramedical, Patna

⁴ **Suvekshya Silwal**, PhD scholar, Assistant Professor, Institute of Medicine, Nepal Biratnagar Nursing Campus, Nepal

INTRODUCTION OF BASIC CONCEPTS & MEANINGS

The systematic approach of providing health services to individuals, families, and communities in order to promote, maintain, restore, or improve health is known as the health care delivery system. It encompasses every individual, organization, resource, and activity engaged in providing a population with health care services.

Hospitals and physicians are not the only places where health care is provided. Additionally, it includes preventative, promotional, curative, and rehabilitative services offered at various care levels, ranging from community health centers to specialty hospitals.

Basic Concepts of Health Care Delivery System

1. Health is more than just the absence of illness or disability; it is a state of whole physical, mental, and social well-being. The goal of a health care delivery system is to safeguard and enhance this general well-being.
2. Health care encompasses all services that are offered to individuals or communities in order to prevent illness, diagnose diseases, treat them, and aid in their recovery and rehabilitation.
3. Health services are coordinated activities that health professionals and institutions carry out to address the population's health requirements. Among them are:
 - Preventive services (immunization, health education)
 - Promotive services (nutrition, sanitation)
 - Curative services (treatment of illness)
 - Rehabilitative services (physiotherapy, counseling)
4. The network of institutions, individuals, and resources that provide health services is known as a health care delivery system. It guarantees that medical care is:

- Accessible
- Acceptable
- good quality
- Affordable
- Equitable

Meaning and Importance

The health care delivery system plays a vital role in improving the quality of life, reducing disease burden, and increasing life expectancy. An effective system ensures that health services reach all sections of society, especially vulnerable and underserved populations.

LEVELS OF ILLNESS PREVENTION – PRIMARY (HEALTH PROMOTION), SECONDARY AND TERTIARY

Introduction: Levels of Illness Prevention

Health is a condition of whole physical, mental, and social well-being rather than only the absence of illness. The emphasis of healthcare has moved from curative care alone to preventative care due to the rising prevalence of both communicable and non-communicable diseases. In order to preserve health, enhance quality of life, and lower morbidity and mortality in the community, illness prevention is essential. The Levels of Illness Prevention is a methodical strategy in public health that aims to reduce complications and impairment, detect illness at an early stage, and prevent disease. This idea aids medical practitioners in developing and carrying out suitable therapies at various phases of illness progression.

In order to effectively design community-based interventions, make optimal use of resources, and provide complete patient care, healthcare workers—especially nurses—need to understand the levels of sickness prevention. In contemporary healthcare systems, these levels serve as the cornerstone of preventative and promotional health services.

It is broadly divided into four levels: Primordial, Primary, Secondary, and Tertiary prevention, based on the stage of disease.

1. Primordial prevention -

Primordial prevention refers to measures taken to prevent the emergence of risk factors that are known to increase the likelihood of disease. It is the earliest level of prevention, acting before primary prevention, and focuses on stopping unhealthy lifestyles and environmental conditions from developing in the first place.

The concept of primordial prevention was introduced to address the rising burden of non-communicable diseases (NCDs) such as cardiovascular diseases, diabetes, hypertension, and obesity, which are largely linked to lifestyle and social changes.

Goals–

- To stop risk factors from developing
- To encourage healthy living from a young age
- To lessen the burden of chronic illnesses in the future
- To establish social and environmental factors that promote health

Target population -

- Youngsters and teenagers
- Populations and communities in general
- Young adults

Important Techniques

- Encouragement of wholesome eating practices from an early age
- Promoting consistent exercise in communities and schools
- Preventing alcohol, tobacco, and drug usage
- Parks, walkways, and bike lanes are examples of healthy urban planning.
- Regulations governing the promotion of unhealthy foods
- Making public areas smoke-free

Relevance

- Prevents the emergence of risk factors
- Prevents diseases linked to lifestyle
- Long-term cost-effective
- Enhances population health results
- Encourages the establishment of sustainable health

Examples

- School-based programs promoting physical activity
- Health education to prevent smoking initiation
- Regulations on junk food advertising to children
- Encouraging active transport (walking, cycling)
- Promoting healthy work environments

2. Primary Prevention (Health Promotion & Specific Protection)

Meaning

Primary prevention includes measures taken before the onset of disease to prevent it from occurring. The main aim is to reduce exposure to risk factors and strengthen overall health.

Components

a) Health Promotion

The goal of health promotion is to promote healthy behaviors and overall well-being. A key element of primary prevention is health promotion, which aims to empower people and communities to take charge of and enhance their health. It focuses on creating circumstances that promote general physical, mental, and social well-being rather than only preventing certain diseases.

According to the World Health Organization (WHO), health promotion involves a combination of health education, environmental support, and policy measures that encourage healthy lifestyles and positive health behaviors. It recognizes that health is influenced by various factors such as social, economic, cultural, environmental, and behavioral determinants.

In contemporary healthcare, health promotion is essential for lowering the burden of illness, raising life expectancy, and improving quality of life. It serves as the cornerstone of preventive healthcare and is a crucial duty of medical professionals, especially nurses, in advancing long-term health improvement.

Strategies of health promotion -

- Health education (nutrition, exercise, hygiene)
- Mental health awareness
- Safe housing and sanitation
- Avoidance of tobacco, alcohol, and drugs
- Promotion of physical activity
- Healthy workplace and school environments
- Stress management

Aspect	Primordial Prevention	Health Promotion
Main aim	Prevent development of risk factors	Improve overall health
Time focus	Before risk factors appear	Continuous process
Target	Population, especially youth	Individuals & communities
Scope	Narrower (risk-factor focused)	Broader (overall well-being)
Level of prevention	Even before primary prevention	Part of primary prevention

Table -2 Key Differences between Primordial Prevention and Health Promotion

b) Specific Protection

Specific actions designed to protect against particular diseases. It includes the following activities -

- Immunization (BCG, polio, measles, COVID-19 vaccines)
- Use of insecticide-treated mosquito nets
- Iodized salt to prevent goiter
- Fluoridated water to prevent dental caries
- Use of protective equipment (helmets, masks, condoms)

Relevance-

- Prevents illness before it manifests
- Lowers medical expenses
- Enhances life quality Longer life expectancy
- The most economical degree of prevention
- Secondary Prevention (Early Diagnosis and Treatment)

Secondary prevention involves early detection of disease and prompt treatment to stop progression and prevent complications.

This level acts after disease has begun but before symptoms become severe.

Key Activities

- Screening programs
- Immediate medical treatment
- Early diagnosis

Examples

- Blood pressure screening for hypertension
- Pap smear for cervical cancer
- HIV testing
- Regular health check-ups
- Blood sugar testing for diabetes
- Mammography for breast cancer
- TB sputum examination

Relevance –

- Identifies illness at an early, curable stage
- Lessens the intensity and length of sickness
- Prevents disability and consequences Increases the likelihood of recovery
- Reduced death rates

4. Tertiary Prevention (Disability Limitation and Rehabilitation)

Tertiary prevention focuses on reducing the impact of established disease, preventing further complications, and restoring maximum possible function. It is applied after the disease has caused damage.

Components – it includes -

- a) Disability Limitation: Actions done to stop complications or the disease from getting worse.

For example:

- Tight blood sugar management in diabetics
- Appropriate stroke care to avoid paralysis
- Controlling cardiac conditions to avoid heart failure

- b) Rehabilitation: Assisting people in their physical, emotional, social, and financial recovery.

For example:

- Physiotherapy following a stroke or fracture
- Speech-language pathology
- Vocational education for individuals with disabilities
- Occupational therapy
- The application of prostheses
- Counseling in psychology

Relevance –

- Enhances life quality
- Diminishes chronic impairment
- Reduces financial and social burden
- Regains autonomy
- Assists patients in reintegrating into society

Level	Stage of Disease	Main Aim	Examples
Primary	Before disease	Prevent occurrence	Immunization, health education
Secondary	Early disease	Early detection & treatment	Screening, early diagnosis
Tertiary	Established disease	Reduce disability	Rehabilitation, physiotherapy

Table – 3 levels of disease prevention

LEVELS OF CARE – PRIMARY, SECONDARY AND TERTIARY

Introduction

The hierarchical organization of health services according to the degree of specialization needed, the complexity of medical needs, and the availability of resources is referred to as levels of care. Patients can receive the proper care at the right time and location thanks to this system, which guarantees that healthcare, is provided in an orderly, effective, and economical manner. The idea of care helps in:

- Appropriate allocation of medical services
- Preventing needless strain on hospitals at higher levels
- Enhancing the system of referrals and counter-referrals
- Maintaining continuity of care

Primary, secondary, and tertiary care are the three acknowledged levels of care.

1. Primary Care

The first point of interaction between patients and healthcare professionals is primary care, which forms the basis of the healthcare system. It addresses the most prevalent health needs of the populace by emphasizing comprehensive, ongoing, and community-focused treatment. Primary care is the most accessible and reasonably priced type of treatment since it places a strong emphasis on preventative, promotional, curative, and rehabilitative services.

Functions -

- Promoting health through diet, cleanliness, and lifestyle changes Preventing disease (vaccination, screening)
- Early detection and management of common illnesses
- Health services for mothers, newborns, children, and adolescents
- Services related to family planning and reproductive health
- Handling minor diseases and injuries
- Referring complex matters to higher authorities

Facilities–

- Sub-centers
- Urban health centers
- family doctors
- Primary Health Centers (PHCs)
- Clinics in the community

Importance - In addition to promoting health equity and lowering the burden of disease, primary care is essential for early intervention and community involvement.

2. Secondary Care

Specialized medical services that go outside the purview of primary care are offered by secondary care. It serves as a referral level, handling patients who need more in-depth research, professional advice, or hospitalization. This level ensures treatment continuity by bridging the gap between basic care and sophisticated specialist treatments.

Functions

- Expert outpatient care
- Diagnostic studies
- Surgical operations, both minor and moderate
- Handling complex situations that are referred from primary care
- Inpatient treatment
- Trauma and emergency care

Facilities

- District hospitals
- Community Health Centres (CHCs)
- Sub-divisional hospitals
- Specialty hospitals

Importance - Secondary care strengthens the healthcare delivery system, lessens tertiary center overcrowding, and increases access to specialized treatment within districts.

3. Tertiary Care

The highest and most specialized level of healthcare is tertiary care, which offers cutting-edge surgical, therapeutic, and diagnostic treatments. It serves patients with complicated, serious, and sometimes fatal illnesses that call for advanced technology and skilled medical personnel. Additionally, tertiary care is a hub for medical research, education, and training.

Functions-

- Super-specialty consultations
- Extensive and intricate operations
- Expert rehabilitation
- Advanced diagnostic and imaging services
- Critical and intensive care services
- Research and teaching

Facilities

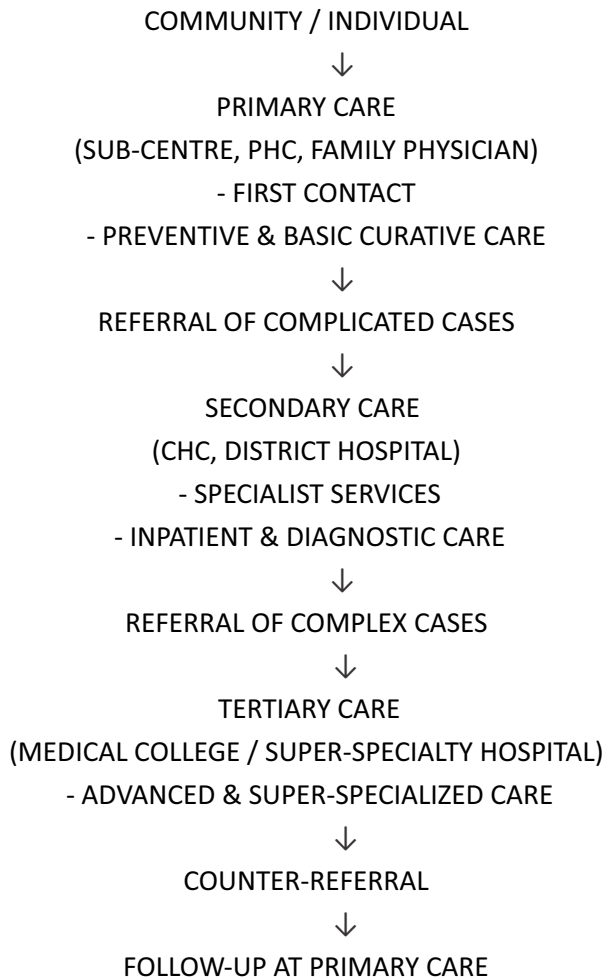
- Medical college hospitals
- National and regional referral centers
- Super-specialty hospitals

Importance - Tertiary care guarantees the handling of extremely complicated medical issues and promotes medical innovation, education, and progress.

Aspect	Primary Care	Secondary Care	Tertiary Care
Level	First contact	Referral level	Highest level
Focus	Basic & preventive care	Specialized care	Super-specialized care
Cost	Low	Moderate	High
Accessibility	High	Moderate	Limited
Complexity	Low	Moderate	High

Table -4 Comparison of levels of care

Flowchart of Levels of Care (Referral System)



TYPES OF HEALTH CARE AGENCIES/ SERVICES - HOSPITALS, CLINICS, HOSPICE, REHABILITATION CENTRES, EXTENDED CARE FACILITIES

The Aiming to preserve, enhance, or restore the health of people and communities, health care organizations and services serve as the foundation of any health system. They include a broad range of institutions, programs, and organizations that offer palliative, curative, rehabilitative, and preventive care. Health care include not only the treatment of illness but also education, policy-making, disease prevention, and health promotion. In order to offer complete services, health care organizations frequently work together at several levels, including local, regional, national, and worldwide.

Characteristics of Health Care Agencies

1. **Structured Organization:** To guarantee effective health service delivery, they have established roles and hierarchies.

2. **Service-Oriented:** People's welfare and well-being are their main priorities.
3. **Standardized and Regulated:** To ensure high-quality care, they abide by rules, laws, and moral principles.
4. **Multidisciplinary Approach:** Physicians, nurses, pharmacists, social workers, and administrative personnel are employed by health care organizations.
5. **Accessible:** Try to reach a variety of demographics, such as vulnerable communities, rural areas, and urban areas.

Types of Health Care Agencies

Health care agencies can be broadly classified into governmental and non-governmental organizations:

1. **Governmental Health Organizations** -The government finances and runs these. Their main objective is to offer the general population easily accessible and reasonably priced health care services. Examples consist of:
 - **Ministries/Departments of Health:** Establish national health policies, rules, and initiatives.
 - **Public clinics and hospitals:** Provide preventive, emergency, and curative treatment.
 - **Primary Health Care Centers:** Offer immunizations, maternity and child health care, and basic medical treatments.
 - **Specialized Government Agencies:** Concentrate on particular fields, such as family welfare programs, public health surveillance, or disease control (CDC).

2. Non-Governmental Organizations (NGOs)

NGOs and private organizations play a crucial role in health care delivery, especially in underserved areas. They often provide specialized services and community health programs.

- **Charitable Hospitals and Clinics:** Offer free or low-cost health services.
- **Community Health Programs:** Focus on education, vaccination drives, nutrition, and hygiene.
- **International NGOs:** Organizations like WHO, UNICEF provide global health assistance.

Functions of Health Care Agencies – Health care agencies perform multiple functions that go beyond patient treatment:

1. **Preventive care** -includes lifestyle counseling, health education, and vaccinations.
2. **Curative Care:** Disease diagnosis, therapy, and surgery.
3. **Rehabilitation:** occupational therapy, physical therapy, and the treatment of chronic illnesses.
4. **Research and Development:** Creating novel medications, medical procedures, and regulations.
5. **Policy and Planning:** Creating health plans, keeping an eye on outbreaks, and guaranteeing standards of quality.

Types of Health Care Agencies/Services

Health care agencies can be categorized based on the type of services they provide. These services

ensure that individuals receive comprehensive care, from prevention to recovery and long-term support.

1. Hospitals

Definition: Hospitals are structured medical facilities that offer emergency care, surgery, diagnosis, treatment, and specialized medical services.

Important Features:

- Offer both outpatient and inpatient care.
- Employed nurses, experts, and support personnel.
- equipped with equipment for critical care, surgery, and diagnosis.
- It might be specialist (cardiology, oncology, pediatrics, etc.) or general (multi-specialty).

Services Provided:

- Services for emergencies
- Maternity care
- Diagnostic services (radiology, laboratories)
- Surgery
- ICUs, or intensive care units

For instance:

- The General Hospital
- Specialty hospitals (Heart Institute, Cancer Hospital)

2. Clinics-

Definition- Clinics are smaller medical facilities that offer outpatient care with an emphasis on preventative care, minor treatments, and routine check-ups.

Important Features:

- Generally, there is no overnight stay.
- It can be managed by a team of specialists or by a single physician.
- For ease of access, they are frequently community-based.

Services Offered:

- Health screenings
- Treatment of minor illnesses
- Family planning and maternal health
- Immunizations
- Chronic disease monitoring (e.g., diabetes clinics)

Examples:

- Community health clinic
- Private general practice clinic
- Dental clinic

3. Hospice

Definition -Hospice care is defined as a service for patients with terminal illnesses that prioritizes quality of life, comfort, and pain control over disease cure.

Important Features:

- Offers patients nearing the end of their lives palliative care.

- Frequently given in hospice facilities, specialist hospital units, or at home.
- Assists both patients and their families emotionally and socially.

Services Offered:

- Pain and symptom management
- Emotional and spiritual support
- Counseling for families
- Assistance with daily activities

Examples:

- Cancer hospice
- Home-based hospice programs

4. Rehabilitation Centers

Definition: With the goal of restoring physical, mental, and social skills, rehabilitation facilities offer therapy and care to individuals recuperating from disease, trauma, or surgery.

Important Features:

- Provide specialist treatments such as occupational therapy, speech therapy, and physiotherapy.
- Both inpatient and outpatient are possible.
- Emphasizes long-term healing and self-sufficiency.

Services Offered:

- Post-surgical rehabilitation
- Stroke recovery therapy
- Physical therapy for injuries
- Drug and alcohol rehabilitation programs

Examples:

- Physiotherapy rehabilitation center
- Substance abuse rehabilitation clinic
- Neurological rehabilitation center

5. Extended Care Facilities

Definition: For people who are unable to manage on their own because of a chronic illness, a handicap, or age-related problems, extended care facilities offer long-term medical and personal care.

Important Features:

- Offer ongoing medical supervision.
- Incorporate social support, personal care, and expert nursing.
- May involve long-term care hospitals, assisted living facilities, or nursing homes.

Services Offered:

- 24-hour nursing care
- Assistance with daily living activities (bathing, dressing, feeding)
- Medication management
- Rehabilitation services as needed

Examples:

- Nursing homes
- Assisted living facilities
- Long-term care hospitals

Type	Purpose/Focus	Services Offered	Examples
Hospital	Diagnosis, treatment, surgery, emergency care	Surgery, ICUs, maternity care, labs	General hospital, heart institute
Clinic	Outpatient care, preventive and routine care	Health screenings, minor illness treatment	Community clinic, dental clinic
Hospice	End-of-life care, comfort & pain relief	Palliative care, emotional support	Home hospice, cancer hospice
Rehabilitation Center	Recovery from illness, injury, or surgery	Physiotherapy, occupational therapy, substance rehab	Stroke rehab center, physiotherapy clinic
Extended Care Facility	Long-term care for chronic illness or disability	24-hour nursing, daily living support	Nursing home, assisted living facility

Table -5 Health Care Agencies

HOSPITALS – TYPES, ORGANIZATION AND FUNCTIONS

Introduction -

A vital component of the healthcare system are hospitals. These are structured facilities that offer complete medical care, including emergency services, diagnosis, treatment, and surgery. In addition to providing curative, preventative, and rehabilitative medical care, hospitals are essential for advancing public health, medical education, and research. From basic care to life-saving interventions, they are made to address the health requirements of both individuals and communities.

The pillars of the health care system are hospitals, which offer a methodical and planned approach to illness treatment, health promotion, and rehabilitation. From simple outpatient services to sophisticated tertiary care, their kinds, structures, and roles reflect the complexity and diversity of contemporary healthcare.

Definitions of Hospital -

- **World Health Organization (WHO):** “A hospital is an institution that provides inpatient and outpatient medical care, nursing care, diagnostic services, and treatment to patients suffering from illness or injury, and may also engage in research and teaching.”
- **A.R. Goel (Hospital Administration Textbook):** “A hospital is a organized health care institution that provides medical, surgical, and nursing care to sick or injured persons. It serves as a center for treatment, education, and research.”
- **American Hospital Association (AHA):** “A hospital is a health care institution licensed to provide 24-hour inpatient services under the supervision of licensed physicians and staffed by trained personnel, including nurses and allied health professionals.”

- A hospital is a structured facility that offers medical, surgical, and nursing treatment to individuals who are ill or injured. In addition to providing professional supervision for diagnosis, treatment, rehabilitation, and preventive services, it may also function as a hub for medical research and teaching.

Classification of Hospitals - Hospitals can be classified based on ownership, specialty, or level of care:

Hospitals are categorized to facilitate the effective organization of health services and guarantee that patients receive the right care according to their needs, available resources, and degree of specialization. Usually, ownership, degree of care, specialty, size, and services provided are used to categorize.

1. **Classification Based on Ownership** -Ownership determines who manages, funds, and controls the hospital, which affects accessibility, cost, and scope of services.

Government/Public Hospitals-

- Supported and run by federal, state, or local governments.
- Goal: Give all residents access to free or inexpensive medical care.
- District hospitals and teaching hospitals affiliated with government medical universities are

two examples.

- Features include a high patient volume, vital services, and an emphasis on public health.

Private Hospitals-

- Owned by people, businesses, or institutions.
- Goal: Offer funded health services, frequently with more advanced facilities and quicker care.
- Apollo and Fortis are two examples of multispecialty hospitals.
- Features include elective operations, cutting-edge technology, and a focus on patient comfort.

Charitable or Non-Governmental Hospitals (NGOs)-

- Managed by non-governmental organizations (NGOs).
- Goal: Assist disadvantaged or isolated communities.
- Red Cross hospitals and mission hospitals are two examples.
- Features: Frequently offer disease-specific care, community health initiatives, or free treatment.

2. **Classification Based on Level of Care** -Hospitals are classified according to the complexity and specialization of care they provide.

Primary Care Hospitals

- First contact with patients; focus on basic health services.
- Services: Routine check-ups, immunization, minor illnesses, maternal and child health.
- Example: Community health centers, small rural hospitals.

- **Secondary Care Hospitals**
 - Provide specialist services; patients are referred from primary care.
 - Services: Specialist consultations, routine surgeries, laboratory tests, and radiology.
 - Example: District hospitals with specialized departments.
 - **Tertiary Care Hospitals**
 - Offer advanced, highly specialized medical care.
 - Services: Cardiac surgery, neurosurgery, organ transplantation, intensive care units (ICUs).
 - Example: AIIMS (All India Institute of Medical Sciences).
 - **Quaternary Care Hospitals (Extension of Tertiary Care)**
 - Provide experimental and highly specialized treatments.
 - Services: Rare surgeries, advanced gene therapies, experimental medical procedures.
 - Example: Specialized research and referral centers for rare diseases.
3. Classification Based on Specialty -Hospitals can also be classified based on medical focus or patient type:
- **General Hospitals**
 - Treat a wide variety of illnesses and injuries.
 - Example: Community hospitals providing multi-specialty services.
 - **Specialty Hospitals**
 - Focus on a specific field of medicine.
 - Examples:
 - ◆ Cancer hospitals (oncology)
 - ◆ Cardiac hospitals (heart diseases)
 - ◆ Orthopedic hospitals (bone and joint care)
 - ◆ Pediatric hospitals (children's care)
 - **Teaching Hospitals**
 - Affiliated with medical colleges to train medical, nursing, and allied health students.
 - Example: Hospitals under AIIMS or university medical colleges.
 - Feature: Combine patient care with education and research.
 - **Research Hospitals**
 - Focus primarily on clinical research, trials, and innovation.
 - Example: Research institutes for infectious diseases or advanced surgery.
4. **Classification Based on Size (Number of Beds)** - Hospital size reflects capacity and the scope of services:
- **Small Hospitals:** Less than 100 beds; usually provide basic health services.

- Medium Hospitals: 100–500 beds; offer specialist services and minor surgeries.
 - Large Hospitals: More than 500 beds; often multi-specialty tertiary care centers with ICUs, trauma centers, and advanced facilities.
5. **Classification Based on Services Offered** - Hospitals can also be categorized by the type of care provided:
- **Acute Care Hospitals:** These facilities handle acute, serious diseases or injuries. For instance, trauma centers and emergency hospitals.
 - **Chronic Care Hospitals:** These facilities concentrate on long-term ailments including diabetes, heart disease, or COPD.
 - **Rehabilitation Hospitals:** Offer rehabilitation following surgery, a sickness, or an injury. Services include occupational therapy, speech therapy, and physical therapy.
 - **Psychiatric Hospitals:** These facilities focus on counseling, emotional issues, and mental health treatment.
6. **Classification based on Hospital Stay**- Hospitals are classified based on whether patients receive treatment and depart the same day (outpatient) or stay overnight (inpatient). This categorization facilitates patient flow and hospital resource organization.
- **Inpatient Hospitals (Acute/Long-Stay Hospitals):** Patients who need to stay overnight for therapy, observation, or surgery are admitted to inpatient hospitals. The goal is to treat serious illnesses, carry out major surgeries, monitor recovery, and provide ongoing medical care. Inpatient hospital types include: \
 1. **Acute care hospitals, or short-term hospitals** -Typically, patients stay for less than thirty days.
Focus: Trauma, severe infections, emergency treatment, and surgery.
For instance, tertiary care hospitals and general hospitals.
 2. **Long-stay hospitals (also known as chronic care hospitals):** Patients may stay for months or even years.
Focus: Palliative care, rehabilitation, and chronic disorders.
For instance, long-term care hospitals, nursing homes, and chronic care institutions.
 - **Outpatient Hospitals (Day Care or Ambulatory Care Centers)** - Outpatient hospitals or clinics provide diagnosis, treatment, and minor procedures without requiring an overnight stay.
 - **Purpose:** Manage minor illnesses, routine check-ups, preventive services, and minor surgeries.
 - **Services Offered:**
 - Health screenings
 - Minor surgical procedures (day surgery)
 - Immunizations
 - Diagnostic tests and consultations
 - **Examples:**
 - Community health clinics
 - Day surgery centers

- Specialized outpatient clinics (e.g., dermatology, dental clinics)

Organization of Hospitals - Hospitals are complex organizations that require careful coordination of personnel, resources, and services. Their structure generally includes:

1. Wing of Administration-

- In charge of budgeting, planning, policy-making, and general management.
- Run by an administrator or director of the hospital.
- Consists of divisions such as finance, procurement, human resources, and patient registration.

2. The Medical Wing -

- Consists of physicians, nurses, technicians, and pharmacists.
- Consists of several clinical divisions, including: o Internal Medicine; Surgery; pediatrics; obstetrics and gynecology; cardiology; orthopedics, etc.

3. Services for Nurses –

- In charge of patient support, medicine administration, monitoring, and care.
- Usually run by a chief nurse or matron, with specialized nursing teams.

4. Assistance Services- Assure efficient hospital operations, including:

- Diagnostic and laboratory services (radiology, pathology)
- Pharmacy and drug administration
- Sanitation, washing, and housekeeping
- Dietary services and catering

5. Research and Training Wing

- Teaching hospitals often have medical education programs.
- Hospitals may conduct clinical research and trials to improve treatment protocols.
- IT assistance and medical records

Functions Of hospital: Hospitals carry out a number of vital tasks, such as:

1. The curative role-

- The identification and management of diseases and wounds.
- Medical procedures and surgery for both acute and long-term ailments.

2. The Preventive Role -

- Disease screening, health education, and immunization initiatives.
- Prevents epidemics and advances public health.

3. The role of rehabilitation -

- Occupational therapy, physiotherapy, and recuperation following surgery.
- Assists patients in regaining their social, mental, and physical abilities.

4. Critical and Emergency Care -

- Offers life-saving measures in cases of trauma, heart attacks, and accidents.
- Maintains emergency rooms and intensive care units (ICUs).

5. Education and Research-

- Carries out clinical studies to increase our understanding of medicine.
- Educates students in allied health, medicine, and nursing.

6. Social and Community Assistance -

- Provides support groups, counseling, and mental health services.
- Provides health and preventive education to communities.

HEALTH CARE TEAMS IN HOSPITALS – MEMBERS AND THEIR ROLE

Hospital Care Teams –

Hospitals are intricate healthcare systems that call for professional collaboration. The multidisciplinary hospital care team collaborates to deliver patient-centered, safe, and efficient care. While each member has certain duties, teamwork guarantees all-encompassing care.

1. Doctors -roles include managing patient care teams, diagnosing conditions, prescribing medications, and supervising general medical administration.

Physician Types:

1. Family doctors and general practitioners

- Patients' initial interaction.
- Offer preventive care, regular examinations, and treatment for common illnesses.

2. Specialists- Concentrate on particular areas of medicine:

- Cardiologists: Heart and vascular conditions
- Neurologists: Disorders of the nervous system
- Oncologists: Diagnosing and treating cancer
- Orthopedic surgeons: care for bones and joints

3. surgeon -

- Perform a variety of surgeries, from simple to intricate.
- Keep an eye on the recuperation following surgery.

Responsibilities:

- Examine patients and assess their symptoms.
- Request and evaluate imaging, lab testing, and other diagnostic procedures.
- Create and carry out treatment programs.
- Oversee trainees, nurses, and allied health professionals.

2. Nurses -Nurses form the core of patient care, providing round-the-clock monitoring and support.

Types of Nurses:

1. Registered Nurses (RNs)

- Bedside care, medication administration, patient education.

2. Licensed Practical/Vocational Nurses (LPNs/LVNs)

- Assist RNs in basic care tasks and monitoring.

3. Specialty Nurses

- ICU nurses, surgical nurses, pediatric nurses, oncology nurses.

Responsibilities-

- Monitor vital signs and report any changes to physicians.
- Administer medications, injections, and IV fluids.
- Assistance with operations and procedures.
- Teach patients about medicine, lifestyle, and recovery.
- While patients are in the hospital, offer them emotional support.

3. Allied Health Professionals

These professionals provide diagnostic, therapeutic, and rehabilitation services.

Member

Role / Responsibility

Laboratory Technicians / Pathologists	Perform blood tests, biopsies, and other diagnostic tests
Radiographers / Imaging Technicians	Conduct X-rays, MRI, CT scans, and ultrasounds
Pharmacists	Prepare and dispense medications; counsel patients on proper use
Physiotherapists	Restore mobility and physical function post-injury or surgery
Occupational Therapists	Help patients regain daily living and work-related skills
Speech Therapists	Manage speech, swallowing, and communication disorders
Dietitians / Nutritionists	Design therapeutic diets to support recovery and manage chronic diseases
Respiratory Therapists	Manage oxygen therapy, ventilators, and respiratory care
Clinical Psychologists / Mental Health Specialists	Provide mental health support, counseling, stress management

4. Hospital Administrators / Management Staff

Role: Ensure efficient hospital operations, resources management, and regulatory compliance.

Responsibilities:

- Organize hospital personnel and departments.
- Manage patient records, admissions, and discharges.
- Oversee the infrastructure, finances, and budgets of the hospital.
- Ensure adherence to health rules, safety, and quality requirements.

5. Support Staff

Role: Maintain hospital functionality, hygiene, safety, and patient comfort.

Members and Functions:

- Ward Attendants / Orderlies: Assist nurses, move patients, support care tasks.
- Housekeeping / Cleaning Staff: Maintain cleanliness and sanitation.
- Security Personnel: Ensure safety of patients, staff, and visitors.

- Transport Staff / Porters: Move patients and medical equipment.

6. Social Workers / Counselors

Role: Provide emotional, social, and psychological support for patients and families.

Responsibilities:

- Counseling for loss, stress, or mental health concerns.
- Help patients with their rehabilitation and discharge planning.
- Assist in obtaining social services or financial aid.
- Educate people on how to deal with illness and its treatment.

7. Multidisciplinary Collaboration

Concept:

- Hospital care relies on team-based care, where each professional contributes expertise.
- Ensures holistic, patient-centered care and improves outcomes.

Example: Stroke Patient Care Team

1. Neurologist: Diagnoses and manages treatment.
2. Physiotherapist: Assists with mobility and exercises.
3. Occupational Therapist: Helps regain daily living skills.
4. Speech Therapist: Manages speech or swallowing difficulties.
5. Nurses: Monitor vitals, administer medication, and provide daily care.
6. Dietitian: Plans diet to aid recovery.
7. Counselor / Social Worker: Provides emotional support and education.

Key Practices for Collaboration:

- Daily rounds: Physicians and nurses discuss patient progress.
- Team meetings: Allied health professionals coordinate rehabilitation plans.
- Shared records: Ensure all members access updated patient information.

Role of nurses in health care -

Nurses have multiple roles that can be broadly categorized as direct care, education, advocacy, management, and research:

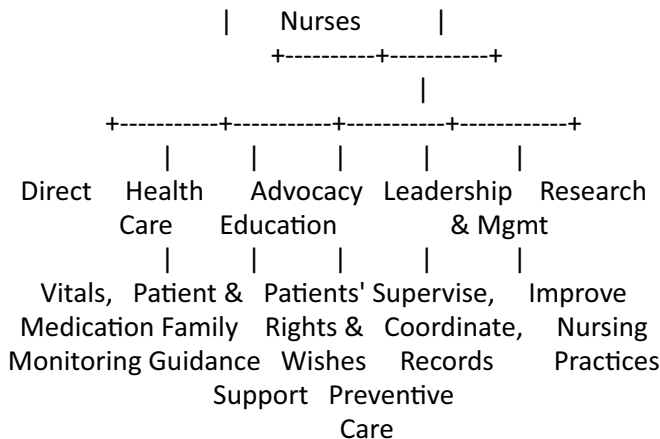


Figure -5 Flowchart: Role of Nurses in Health Care

1. Direct Medical Attention

- Evaluating the health of the patient (vitals, symptoms, medical history)
- Giving drugs and therapies
- Tracking the development of patients
- Offering both mental and physical assistance
- Helping individuals with serious illnesses or impairments with everyday living activities

2. Health Education –

- Teaching patients and their families about illnesses, drugs, food, and way of life
- Stressing the value of vaccinations, hygiene, and preventive care
- Advice on managing chronic illnesses

3. Advocacy –

- Ensuring the respect of patients' rights and desires
- Serving as a point of contact for patients and other medical specialists
- Keeping susceptible patients safe from abuse or neglect

4. Management and Leadership

- Overseeing healthcare personnel and young nurses
- Organizing care across several departments
- Keeping track of medical reports and records

5. Evidence-Based Practice and Research-

- Taking part in clinical research
- Using evidence-based procedures to enhance patient results
- Assessing and raising the standard of nursing care

6. Psychological and Emotional Assistance-

- Comforting patients and their families
- Assisting with emotional well-being and managing illness
- Assisting patients in making lifestyle adjustments after illness

Multiple Choice Questions (MCQs)**1. Health promotion is a part of which level of prevention?**

- A. Secondary
- B. Tertiary
- C. Primary
- D. Curative

Answer: C

2. Early diagnosis and treatment come under:

- A. Primary prevention
- B. Secondary prevention
- C. Tertiary prevention
- D. Rehabilitation

Answer: B

3. Rehabilitation is included in:

- A. Primary prevention
- B. Secondary prevention
- C. Tertiary prevention
- D. Health promotion

Answer: C

4. Primary level of care mainly focuses on:

- A. Specialized services
- B. Preventive and basic care
- C. Intensive care
- D. Rehabilitation

Answer: B

5. Which is an example of primary health care?

- A. Cardiac surgery
- B. Immunization
- C. Dialysis
- D. Organ transplant

Answer: B

6. Secondary health care is usually provided in:

- A. Community centers
- B. District hospitals
- C. Homes
- D. Schools

Answer: B

7. Tertiary care involves:

- A. Basic treatment
- B. Preventive care
- C. Highly specialized services
- D. Home care

Answer: C

8. Hospice care mainly focuses on:

- A. Cure
- B. Prevention
- C. Comfort and quality of life
- D. Surgery

Answer: C

9. Rehabilitation centers mainly help patients to:

- A. Prevent disease
- B. Regain functional ability
- C. Diagnose illness
- D. Provide surgery

Answer: B

10. Extended care facilities provide:

- A. Emergency services
- B. Long-term care
- C. Preventive services
- D. Diagnostic services

Answer: B

11. Clinics mainly provide:

- A. Inpatient care
- B. Outpatient services
- C. Intensive care
- D. Rehabilitation

Answer: B

12. Which hospital provides teaching and research facilities?

- A. District hospital
- B. Teaching hospital
- C. Primary health center
- D. Rural hospital

Answer: B

13. Government hospitals are usually funded by:

- A. Private organizations
- B. Government
- C. NGOs
- D. Insurance companies

Answer: B

14. The chief administrative officer of a hospital is the:

- A. Medical superintendent
- B. Nurse
- C. Pharmacist
- D. Technician

Answer: A

15. Nursing services in hospitals are headed by:

- A. Medical officer
- B. Nursing superintendent
- C. Hospital administrator
- D. Pharmacist

Answer: B

16. Doctors, nurses, and paramedical staff together form the:

- A. Health care team
- B. Administrative team
- C. Technical team
- D. Support team

Answer: A

17. The nurse's role in the health care team includes:

- A. Diagnosis only
- B. Patient care and coordination
- C. Prescribing drugs
- D. Surgery

Answer: B

18. Which member provides diagnostic support?

- A. Nurse
- B. Lab technician
- C. Social worker
- D. Counselor

Answer: B

19. Which service deals with terminally ill patients?

- A. Clinic
- B. Hospital
- C. Hospice
- D. Rehabilitation center

Answer: C

20. Prevention of disease before it occurs is the aim of:

- A. Secondary prevention
- B. Tertiary prevention
- C. Primary prevention
- D. Curative care

Answer: C

Short Answer Questions (10)

(2–4 sentences)

1. Define primary prevention.
2. What is secondary prevention?
3. Define tertiary prevention.
4. What is primary health care?
5. List two examples of secondary health care services.
6. Define hospice care.
7. What are extended care facilities?
8. Mention two functions of hospitals.

9. Who are the members of a health care team?
10. Mention two roles of nurses in hospitals.

Short Notes (10)

(5–6 points each)

1. Basic concepts and meanings of health care
2. Primary level of illness prevention
3. Secondary level of illness prevention
4. Tertiary level of illness prevention
5. Levels of health care
6. Types of health care agencies
7. Clinics and their functions
8. Rehabilitation centers
9. Types of hospitals
10. Health care team in hospitals

D. Essay / Long Answer Questions (10)

1. Explain the basic concepts and meanings of health and health care.
2. Describe the levels of illness prevention—primary, secondary, and tertiary—with examples.
3. Explain the levels of health care—primary, secondary, and tertiary.
4. Describe the types of health care agencies and services.
5. Explain hospitals and discuss their types.
6. Describe the organization of a hospital with a neat diagram.
7. Discuss the functions of hospitals in health care delivery.
8. Explain the role of hospitals in community health.
9. Describe the health care team in hospitals and their members.
10. Explain the role of nurses as a member of the health care team.

