

4. PRE-COMMISSIONING MANAGEMENT SERVICES :

Through its vast experience in properly managing healthcare institutions, EMA assists new healthcare institutions in promoting a successful, smooth, and professional commissioning. This is achieved through laying down the basic principles, guidelines, and procedures (policies and procedures manuals) required for successful and standardized operation, through providing professional staff job descriptions that are essential for recruiting qualified staff, through formulating the required fee schedule / yearly budget / chart of accounts / and reliable cost accounting system, through devising the requirements of a fully integrated management information system and assisting in its customization and implementation, and finally through controlling and supervising the implementation of all the above in order to ensure good quality care based on international norms and standards, patient safety, cost containment, safeguard assets and resources, and to be able to obtain accreditation in shorter periods of time.

Admission Manager

Code:

Grade: 1

Job Family: Management

Summary: Manage and direct the operations of the Admitting Office; including patients' registration, scheduling, admission, and transfer and coordinate with other departments to ensure efficient and effective patient service and care.

Support the mission and vision of the Hospital and that of the Admitting Department.

Date Created: 12/05/2011

Date Updated:

Next Revision Date:

IMPACT OF ACTIONS/DECISIONS

Proper management and organization of the department will ensure the smooth patient admission to the Hospital.

JOB STRUCTURE

Support the mission and vision of the Hospital and that of the Admitting Department.

KNOWLEDGE / KNOW-HOW

Knowledge:

Ability to preserve patient dignity, privacy, and confidentiality

Patient and tact

Education:

Minimum Education: Master's Degree in Hospital Administration

Experience:

Minimum Experience: More than 5 years of experience in a similar position

Languages:

Minimum Languages: Arabic and English.

Preferred Languages: French is an asset.

REPORTING CHANNEL / SUPERVISORY CHANNEL

Reporting channel:

Supervisory channel:

Task Groups

A – Administrative/Miscellaneous Duties

Direct the activities of the Admitting Department in accordance with established procedures and policies

Importance of Tasks: Extremely Important

Best Training Method: Minimum of 20 hours of training per year

B - PRINCIPAL WORKING RELATIONSHIPS

Contacts include patients and/or representatives, medical and nursing staff, Hospital Administration, Billing and Collection, Finance and Control department, third party payers and Admitting staff.

Importance of Tasks: Extremely Important

Best Training Method: On The Job

Competencies

1 – Accountability

Make sure that the department is functioning as per the prudent safety policies and procedures

Ability to preserve patient dignity, privacy, and confidentiality

2- Client Focus

Job Characteristics

Task Significance: 4 - Frequent Influence over others

Task Variety: 3 - Moderate job variety

**SAMPLE JOB DESCRIPTION
 For Illustration
 Purposes Only**

CID_Pre-op_Pre-proc_Verif_1st Ed_28.03.11

Title:	Pre-operative/Pre-procedure Verification	Index Number:	COP-MUL-003 (Func. - Categ. - Sr.No.)		
Function:	Care of Patients	Category:	Multidisciplinary		
Scope of application:	Operating Room / Procedure Areas (Inpatient & Outpatient)	Original Date:	Reviewed On:	Next Review Date:	

SAMPLE POLICY
 For Illustration
 Purposes Only

1. Policy

- 1.1. The Hospital shall implement a policy on positive verification of patients (inpatients and outpatients) prior to any surgery/procedure for diagnostic or therapeutic purposes.
- 1.2. The pre-operative/pre-procedure verification shall include the verification of the:
- 1.3. The scope of implementation of pre-operative/pre-procedures verification shall include all areas within the Hospital where surgeries/procedures are performed.

2. Purpose

- 2.1. To standardize the implementation of a patient safety process aimed at preventing wrong person, wrong procedure, and wrong site surgery/procedure.
- 2.2. To identify individuals involved and responsible for each stage of the verification process.

3. Definitions

- 3.1. **Qualified Nurse:** For the purpose of this policy, the qualified nurse is the registered nurse in all patient care areas (inpatient and outpatient) and the circulating nurse of the operating room.

4. Procedure

- 4.1. Indications for Verification:
- 4.2. Pre-operative/Pre-procedure Verification Process: The Pre-operative/Pre-procedure Verification Process consists of three stages namely; the first verification, second verification, and the "Time out".

5. Responsibilities

6. Signatures

7. Appendices

8. Circulation List

9. References