

1: Healthcare Delivery Systems

CNA Standard 1.1: Role and Responsibility of the Nurse Aide

Lesson Objective: Demonstrate understanding of healthcare delivery systems by identifying different types of healthcare facilities and explaining roles within the healthcare team. You will analyze the organizational structure of healthcare facilities while recognizing how each level of care serves patient needs, preparing you for effective collaboration in various healthcare settings.

Top 5 Important Items for Healthcare Delivery Systems

1. Healthcare Facility Types

You need to understand the different healthcare settings where you might work, including hospitals, long-term care facilities, clinics, and rehabilitation centers. Each facility type provides specific care services that meet different patient needs.

2. Organizational Structure

You must recognize the chain of command in healthcare facilities, from administrators to direct care staff. This structure ensures clear communication channels and helps you understand who to report to in various situations.

3. Healthcare Team Roles

You will work alongside nurses, doctors, therapists, and other healthcare professionals daily. Understanding each team member's role helps you provide better patient care and know when to ask for assistance.

4. Levels of Care

You should identify the differences between primary care (basic health maintenance), secondary care (specialist treatment), and tertiary care (complex medical cases). This knowledge helps you understand where your facility fits in the larger healthcare system.

5. Communication Channels

You must follow proper procedures for reporting patient information and concerns through the correct channels. This includes documenting care, reporting changes in patient condition, and communicating with supervisors.



Healthcare delivery systems involve different types of facilities with specific organizational structures where healthcare team members work together across various levels of care using clear communication channels to provide comprehensive patient care.

Healthcare delivery systems are networks of organizations that provide medical care to patients and communities. As a healthcare professional, you will work within these systems to deliver quality care to patients with various needs. These systems include different types of facilities, organizational structures, and levels of care that work together to maintain and improve patient health.

Types of Healthcare Facilities

You might work in several types of healthcare settings. Hospitals provide acute care for severe illnesses and emergencies. Long-term care facilities offer extended care for patients who need ongoing support. Outpatient clinics handle routine medical visits and preventive care. Rehabilitation centers focus on helping patients recover from injuries or surgeries. Each facility type serves specific patient needs and requires different approaches to care.

Healthcare Team Structure

In any healthcare setting, you will be part of a team. Doctors diagnose conditions and direct treatment plans. Registered nurses oversee patient care and medication administration. Licensed practical nurses provide direct patient care. Nurse aides assist with daily living

activities and monitor patient conditions. Specialists like physical therapists, respiratory therapists, and nutritionists provide specific types of care. Administrative staff manage operations and handle documentation.



Working in healthcare systems requires dedication, empathy, and collaboration to ensure quality patient care.

Levels of Care

Healthcare systems operate on three main levels. Primary care includes regular check-ups and basic health maintenance, usually in clinics or doctor's offices. Secondary care involves specialist treatment, often in community hospitals.

Tertiary care provides complex medical services in large hospitals with advanced equipment and specialists.

Modern Trends

Current healthcare systems focus on patient-centered care, using electronic health records to improve communication between providers. Telehealth services expand access to care, especially in rural areas. Quality improvement programs help facilities maintain high standards of care and patient safety.

Healthcare delivery systems connect various facilities, healthcare professionals, and levels of care to provide comprehensive medical services to patients.

The History of Healthcare Delivery Systems

Before the 1800s, most medical care happened in homes, with doctors making house calls to treat patients. Hospitals were rare and mainly served poor people who couldn't afford home care. In the 1850s, Florence Nightingale established modern nursing practices during the Crimean War, setting standards for hospital cleanliness and patient care that we still use today.

The Rise of Modern Hospitals

The early 1900s saw major changes in healthcare delivery. The first modern American hospitals opened, offering new medical treatments and surgical procedures. In 1910, the Flexner Report set standards for medical education, improving the quality of doctor training. The American College of Surgeons began inspecting hospitals in 1918, creating the first healthcare quality standards.

Development of Insurance and Medicare

During the Great Depression of the 1930s, hospitals struggled as patients couldn't afford care. Blue Cross insurance plans started in 1929, helping people pay for hospital stays. In 1965, Medicare and Medicaid programs began, providing healthcare coverage for elderly and low-income Americans.

These programs changed how healthcare facilities operated and got paid for their services.

Technology and Specialization

The 1970s and 1980s brought new medical technologies like CT scanners and electronic health records. Hospitals created specialized units for different

types of care. Outpatient surgery centers opened, offering procedures that didn't require overnight stays. Home health agencies expanded, providing care to patients in their homes.



The history of healthcare delivery systems is marked by continuous evolution, from ancient practices to modern, technology-driven care.

Modern Healthcare Systems

Since 2000, healthcare has focused on coordination between different providers. Electronic health records help doctors share patient information. Telemedicine allows remote healthcare visits. The Affordable Care Act of 2010 changed how many Americans get health insurance and how healthcare facilities work together to provide care.

The evolution of healthcare delivery systems from simple home-based care to complex networks of specialized facilities reflects advances in medical knowledge, technology, and societal needs.

How and When to Use Healthcare Delivery Systems

Working in Different Care Settings

As a healthcare worker, you will provide care in various settings. In hospitals, you assist patients who need constant medical attention. In long-term care facilities, you help residents with daily activities and ongoing health needs. In clinics, you support patients during routine visits and treatments. Each setting requires specific skills and follows different procedures for patient care.



Your commitment and expertise play a crucial role in supporting and enhancing quality care.

Following the Chain of Command

You will report to charge nurses about patient conditions and concerns. Document your observations in medical records according to facility policies. Alert supervisors immediately about emergencies or safety issues. Participate in team meetings to share information about patient care. Work with other healthcare team members to coordinate patient services.

Maintaining Professional Standards

Follow facility protocols for infection control and safety procedures. Wear appropriate personal protective equipment for different tasks. Complete

required documentation during your assigned shifts. Attend training sessions to keep skills current. Report equipment problems or supply shortages to appropriate staff members.

Supporting Quality Care

Check care plans daily to understand patient needs. Monitor vital signs and report changes promptly. Help patients with mobility and personal care safely. Keep patient areas clean and organized. Respond to call lights quickly and professionally. Maintain patient privacy and confidentiality at all times.

Communication Requirements

Use proper medical terminology when reporting to healthcare team members. Record accurate information in patient charts. Share important observations during shift changes. Listen carefully to patient concerns and report them appropriately. Maintain professional communication with all team members.

Healthcare delivery systems require you to understand your role in different care settings, follow proper procedures, maintain professional standards, and communicate effectively as part of the healthcare team.

1: Healthcare Delivery Systems - Guided Notes

Key Terms

1. Healthcare Delivery System: _____
2. Primary Care: _____
3. Tertiary Care: _____
4. Chain of Command: _____
5. Electronic Health Records: _____

Main Concept Overview

Word bank: providers, electronic health records, facilities

Healthcare delivery systems are networks that provide medical care. They include different types of _____ and _____ working together to help patients. Healthcare teams use _____ to improve communication between providers.

Matching Section

Match the healthcare setting with its primary purpose:

- | | |
|----------------------------------|---|
| _____ 1. Long-term care facility | A. Emergency and acute medical care |
| _____ 2. Hospital | B. Regular check-ups and preventive care |
| _____ 3. Outpatient clinic | C. Extended care and daily support |
| _____ 4. Rehabilitation center | D. Recovery from injuries or surgeries |
| _____ 5. Emergency room | E. Immediate treatment for serious conditions |

True/False Questions

- ___ 1. Before the 1800s, most medical care happened in hospitals.
- ___ 2. Florence Nightingale established modern nursing practices in the 1850s.
- ___ 3. The first modern American hospitals opened in the early 1900s.
- ___ 4. Medicare and Medicaid programs began in the 1930s.
- ___ 5. Telemedicine allows for remote healthcare visits.

1: Healthcare Delivery Systems - Guided Notes Continued

Fill in the Table

Complete the table about healthcare team members and their roles:

Team Member	Primary Responsibilities
Doctor	
RN	
Nurse Aide	
Specialist	
Admin Staff	

Questions

1. What are three major changes in healthcare delivery that have occurred since 2000?

- a. _____
- b. _____
- c. _____

2. Explain how the different levels of care (primary, secondary, tertiary) work together to meet patient needs:

1: Healthcare Delivery Systems - Hypotheticals

Scenario 1: New Facility Transfer

You are working as a nurse aide in a long-term care facility when it announces it will merge with a local hospital system. The facility will update its organizational structure and communication protocols to align with the hospital’s systems.

- Questions:
- 1. How might this change affect your daily reporting procedures and chain of command?
 - 2. What new team members might you need to coordinate with that you didn’t work with before?
 - 3. How could electronic health records help or challenge this transition?

Scenario 2: Technology Implementation

Your healthcare facility is implementing a new electronic health records system. As a nurse aide, you will now need to document patient care activities digitally instead of on paper charts.

- Questions:
- 1. What basic information will you need to document in your daily care routines?
 - 2. How might this change improve communication between different healthcare team members?
 - 3. What challenges might you face during this transition?

1: Healthcare Delivery Systems - Hypotheticals Continued

Scenario 3: Care Level Coordination

A patient in your long-term care facility needs specialized wound care treatment that requires coordination between facility staff and visiting wound care specialists.

Questions:

1. What steps would you take to prepare for and assist with the specialist's visit?
2. How would you communicate important observations about the wound to other team members?
3. What documentation would be important to maintain during this care coordination?

Scenario 4: Emergency Response

During your shift at an assisted living facility, a resident falls and needs immediate medical attention. The facility must coordinate with emergency services and the hospital emergency department.

Questions:

1. What is your immediate role in this emergency response situation?
2. How would you communicate with different levels of the healthcare team?
3. What information would be important to document and share with emergency responders?

1: Healthcare Delivery Systems - Reflection Questions

1

How do you think working in different healthcare settings might affect your daily responsibilities as a healthcare worker?

Consider the pace and types of care needed in a hospital versus a long-term care facility. Think about which environment might best match your working style and career goals.

2

What challenges might you face when communicating with different members of the healthcare team?

Think about the various roles in healthcare and how they work together. Consider how you would adapt your communication style when talking to nurses, doctors, or other healthcare workers.

3

What role do you see yourself playing in maintaining quality patient care within a healthcare delivery system?

Think about your daily interactions with patients and other healthcare workers. Consider how your actions could affect overall patient care and satisfaction.

1: Healthcare Delivery Systems - Case Study

Case Study 1: Rural Healthcare Coordination

Initial Situation: A small rural hospital needed to improve care for patients with chronic conditions while dealing with limited specialist access.

Implementation:

- Established telemedicine connections with urban medical centers
- Trained staff to assist with virtual specialist consultations
- Created clear protocols for transferring patients when needed
- Implemented electronic health records for better information sharing

Outcome:

Patients now receive specialist consultations without traveling long distances, and the hospital maintains better continuity of care through improved communication systems.

Case Study Question: How does this example show the importance of different healthcare delivery levels working together?

Case Study 2: Long-term Care Facility Modernization

Initial Situation: A nursing home struggled with coordinating care between staff shifts and communicating with residents' primary care doctors.

Implementation:

- Installed electronic health record system
- Created standardized reporting procedures
- Established regular team meetings
- Developed clear communication channels with outside providers

Outcome:

Staff now share information more effectively, medical errors have decreased, and coordination with external healthcare providers has improved.

Case Study Question: What role do communication systems play in delivering quality healthcare?

Patient Care Technician (PCT) in Hospital Setting

Daily Responsibilities:

- Perform basic patient care duties
- Assist with medical procedures
- Operate medical equipment
- Collect specimens
- Transport patients
- Record patient data in electronic health records

Required Skills and Certifications:

- High school diploma or equivalent
- PCT certification
- BLS certification
- EKG and phlebotomy training
- Computer skills
- Multi-tasking ability

Career Progression:

- Entry Level PCT
- Specialized Unit PCT (ER, ICU)
- Department Lead PCT
- Advancement to nursing with additional education

Current Job Market:

- Strong demand in hospitals
- Opportunities in various departments
- Both day and night shifts available
- Full benefits typically offered

Salary Range:

- Starting: \$32,000-\$36,000
- Experienced: \$38,000-\$45,000
- Lead PCT: \$42,000-\$48,000

Companies Hiring:

- Regional hospitals
- Medical centers
- Specialty clinics
- Urgent care facilities

Reflection Question: What additional skills or certifications might help you advance from a PCT position to other healthcare roles?

1: Healthcare Delivery Systems - Vocabulary

TERM	DEFINITION
Acute Care	
Chain of Command	
Electronic Health Record (EHR)	
Long-term Care	
Primary Care	
Secondary Care	
Tertiary Care	
Outpatient Care	
Healthcare Team	
Quality Improvement	

Healthcare Delivery Systems

O Y Y O W F R E I Y M X A H A M T U Q Y B K G O
F O X P C N I J O U T P A T I E N T C A R E V Z
K U G J V X W P S S S T X B F R E P U A X X E N
P V Y C H A I N O F C O M M A N D L G S J V V K
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N J X R C D R X V O R F C N O X B F Z S V J Y G
D U A V G O O M I S N E Z A W D Q N R R R O I P
A S N Q W C A J K Q A G W R R C Q O U M B L M D
R U J A K U G Y I T J K T V H E O S U U L N P A
Y S N K A S E M D J H O E E E G P U L G B I R J
C N R Y V Z T G F S E A F Q R I U Y M W H R O E
A K X M B A T O H P W P J W O M B Q S L K Y V H
R V R E U J U Y C H I B X K A K C X R J X G E R
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U P R I M A R Y C A R E Q N W W R K R A M R E O
I S H J H E A L T H C A R E T E A M D E X I N Q
S F L E Q D L I T E P Z I I D M B R Y V X W T H
Y Y L N T V V X A G G T E R T I A R Y C A R E N
Q R I B H L D O S N X V T O G B S L I I O W M N

Acute Care

Chain of Command

Long-term Care

Primary Care

Secondary Care

Tertiary Care

Outpatient Care

Healthcare Team

Quality Improvement

EHR

Healthcare Delivery Systems

Across

2. Digital version of a patient's medical history and care information, ABBRV.

7. Short-term medical treatment for severe injuries or illnesses, _____ Care

8. Systematic approach to making healthcare services better, _____

Improvement

10. Extended medical and personal care services for chronic conditions, _____ - _____ Care

Down

1. Complex medical care requiring highly specialized equipment and expertise, _____ Care

3. Medical services that don't require overnight hospital stays, _____ Care

4. Specialized medical care requiring referral from primary care, _____ Care

5. Group of professionals working together to provide patient care, Healthcare _____

6. Basic or initial healthcare services for common medical needs, _____ Care

9. The order of authority and responsibility in a healthcare facility, Chain of _____

