MED 137 Word List

Chapter 45 and 46

CHAPTER 45

Agenda: Printed list of topics to be discussed during a meeting, sometimes giving time allocation.

Ancillary Service: Professional occupational companies hired to complete a specific job.

Authoritarian Manager: Operates on the premise that most workers cannot make a contribution without being directed.

Benchmark: Making a comparison among different organizations relative to how they accomplish tasks, such as office computerization, organizing file systems, and employee remuneration.

Benefit: Remuneration that is in addition to the salary.

Bond: Binding agreement with an employee ensuring recovery of financial loss should funds be stolen or embezzled.

Brainstorming: Process of developing ideas through a synergistic interaction among participants in an environment free of criticism.

Conflict Resolution: Solving problems between coworkers or any two parties.

Embezzle: To appropriate fraudulently to one’s own use.

Fringe Benefit: Benefit above and beyond salary to which an employee may be entitled. Examples include health and life insurance, paid vacation, sick days, personal days, and tuition reimbursement for courses related to employment.

“Going Bare”: Said of a provider who does not carry professional liability insurance.

Itinerary: Detailed written plan of a proposed trip.

Liability: Debts and financial obligations for which one is responsible.

Malpractice: Professional negligence.

Management by Walking around (MBWA): A technique for keeping managers informed about the health of their organization.

Marketing: Process by which the provider of services makes the consumer aware of the scope and quality of those services. Marketing tools might include public relations, brochures, patient education seminars, and newsletters.

Mentor: Person assigned or requested to assist in training, guiding, or coaching another.

Minutes: Written record of topics discussed and actions taken during meeting sessions.

Negligence: Failure to exercise a certain standard of care.

Participatory Manager: Operates on the premise that the worker is capable and wants to do a good job.

Practicum: Transitional stage providing opportunity to apply theory learned in the classroom to a healthcare setting through practical, hands-on experience.

Procedure Manual: Manual providing detailed information relative to the performance of tasks within the job description.

Professional Liability Insurance: Insurance policy designed to protect assets in the event a claim for damages resulting from negligence is filed and awarded.

Profit Sharing: Sharing in the financial profits, gains, and benefits on an organization.

Risk Management: Techniques adhered to in the ambulatory care setting that keep the practice, its environment, and its procedures as safe for the patient as possible. Proper risk management also reduces the possibility of negligence that leads to torts and malpractice suits.

Salary Review: Informing the employee of his or her revised base pay rate.

Self-actualization: Being all that you can be; developing your full potential and experiencing fulfillment.

Shadow: Follow a supervisor or delegated subordinate to learn facility protocol.

Subordinate: In an organization, a person under the direction of (reporting to) a person of greater authority.

Teamwork: Persons synergistically working together.

Work Statement: Concise description of the work you plan to accomplish.

CHAPTER 46

Exit Interview: Opportunity for departing employees to provide their positive and negative opinions of the position and facility.

Involuntary Dismissal: Termination of employment based on poor job performance or violation of office policies.

Job Description: Outline of tasks, duties, and responsibilities for every position in the office.

Letter of Reference: Letter usually written by an employee’s past employer describing the employee’s performance, attitude, or qualifications. This letter is presented to a potential employer when applying for a new job.

Letter of Resignation: Letter informing the current employer of the employee’s to resign from a current position.

Overtime: Money paid at a rate of not less than one and one-half times the regular rate of pay after a 40-hour work week is completed.

Probation: Period during which the employee and supervisory personnel may determine if both the environment and the position are satisfactory for the employee.