



## Understanding Health And Social Care Environment

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### Learning Outcomes

After the successful completion of this lecture, you will be able to understand:

- Organisational Environment, Elements of Organisational Environment
- Healthcare Service Environment
- Elements of Healthcare Environment




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### Introduction

- Organisational environments are made up of factors or institutions that influence the performance, operations, and resources of a company.
- It encompasses all factors that exist outside of the organisation's boundaries and has the ability to have an impact on a portion or on the entire organisation.
- Let us understand the concept of organisational environment in this lecture.




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## What is Organisational Environment?

The organisational environment is defined as a set of factors that identify the organisation and separate it from other organisations during a specific time period, influencing employee behaviour.




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## Elements of Organisational Environment



Figure: Shows the elements of organisational environment.

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## 1. Internal Environment

- An organization's internal environment may be described as an environment that comprises of many aspects such as human resources, the organization's value system, physical resources, organizational structure, mission, and objectives.
- Employee's actions and decisions are influenced by their internal environment, which also affects their conduct inside the firm.




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### Internal Environment

## Elements of Internal Environment

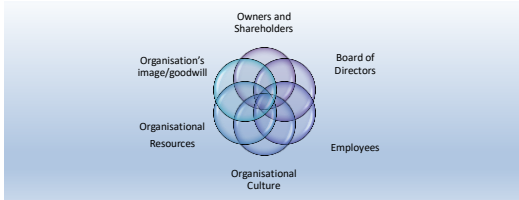


Figure: Shows the elements of internal environment.

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### Internal Environment

## Elements of Internal Environment 1

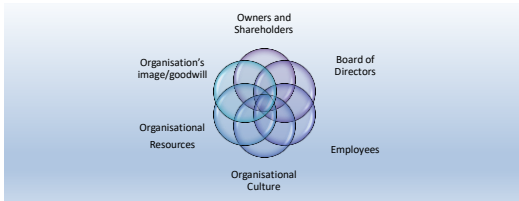


Figure: Shows the elements of internal environment.

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## 2. External Environment

- The external environment consists of factors outside of the organisation.
- The organisation has no influence over how the elements of the external environment will develop.
- The external environment can be subdivided into the following two layers:

1. General Environment.
2. Task / Industry Environment.



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## External Environment General Environment

The PESTLE model may be used to identify and analyse factors in the general environment. PESTLE consists of the following factors:

- Political factors
- Economic factors
- Sociocultural factors
- Economical factors
- Legal factors
- (Natural) Environmental factors

Along with these factors, we can add additional factors that suit the current modern business atmosphere.

- Demographic factors
- International factors

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## Elements of the General External Environment

Political Factors	Import and export policies, taxation policies, investment policies, drug policies, competition policies, consumer protection policies
Economic Factors	The trend in economic growth, income levels of population, inflation rate, tax rates for individuals and business organizations
Socio-cultural Factors	Culture, lifestyle changes, social mobility, attitudes toward technology, and people's values, opinions, and beliefs
Technological Factors	Information technology, the Internet, biotechnology, global technology transfer

Figure: Shows the elements of the general external environment.

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## Elements of the General External Environment

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Legal Factors	Factories Act, Industrial Relations Ordinance, the Contract Act, and the Company law, just to name a few
(Natural) Environmental Factors	Availability of raw materials and other inputs, changes in the cost of energy, levels of environmental pollution, and the changing role of government in environmental protection
Demographic Factors	The quantity of the population, the structure of age, geographic distribution, ethnic mix and economic distribution
International Factors	How much a company is engaged with or influenced by organisations in other nations

Figure: Shows the elements of the general external environment.

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### External Environment Industry Environment

- The industry environment comprises those factors in the external environment in the sector in which the companies operate.
- The industry environmental factors are generally more controllable by an organisation than the general environmental factors.

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### Actors of Industry Environment

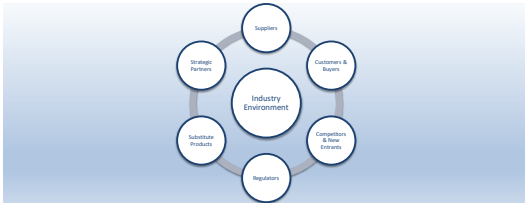


Figure: Shows the different actors of industry environment.

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### Actors of Industry Environment 1

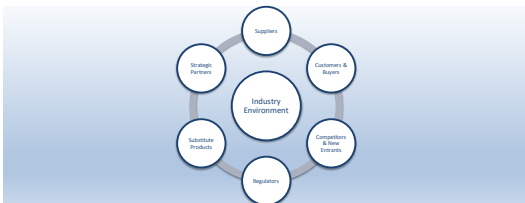


Figure: Shows the different actors of industry environment.

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## Healthcare Service Environment

The term healthcare service Environment represents a broad array of services and places where healthcare occurs.

Healthcare service Environment includes the following:

- Acute Care Hospitals
- Urgent Care Centres
- Rehabilitation Centres
- Nursing Homes And Other Long-term Care Facilities
- Specialized Outpatient Services
- Outpatient Surgery Centre



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## Elements of Healthcare Environment

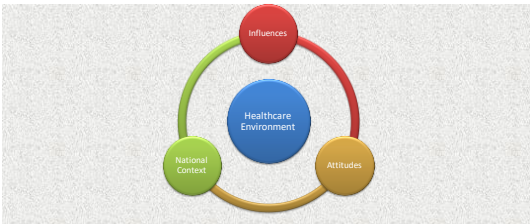


Figure: Shows the key elements of healthcare environment.

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## Elements of Healthcare Environment Influences



Figure: Shows the types of influences in the healthcare environment.

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## Influences Cultural And Religious Beliefs

- The world's religious diversity makes it difficult for health care professionals and institutions to offer culturally appropriate medical care.
- Cultural competency is used by health provider's or organisations to offer health care services that address the cultural, social, and religious requirements of patients and their families




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## The Key Points of Cultural And Religious Beliefs

- For doctors and patients, religion, belief, and culture may provide moral purpose and personal strength.
- A doctor's religion, culture, or views should not have an adverse effect on their patients.
- The spiritual, social, and cultural context of a patient is crucial for history-taking and handover.
- The expression of a doctor's beliefs can be beneficial to patient care.
- Religion or culture may play an important role in encouraging people to follow good, legal practices.

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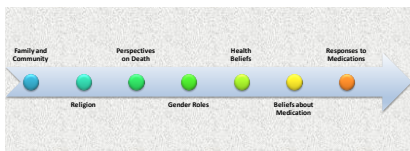
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## The Role of Cultural And Religious Beliefs

Health care providers should be aware of the following cultural and religious influences in order to enhance patient care in general.




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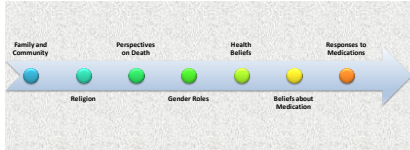
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## The Role of Cultural And Religious Beliefs 1

Health care providers should be aware of the following cultural and religious influences in order to enhance patient care in general.




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## Methods to Tackle Cultural And Religious Beliefs Barriers

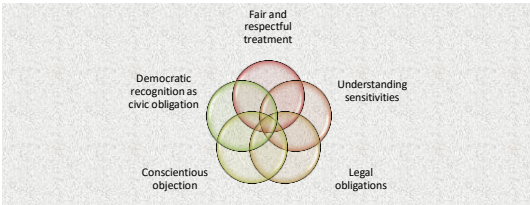


Figure: Shows the methods to tackle cultural and religious beliefs barriers in healthcare.

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## Influences Health Education

- Health education engages health workers to teach individuals and communities how to live more healthy lives.
- It is the combination of biological, environmental, psychological and medical information and the implementation, development, and evaluation of programmes for healthcare professionals to keep a healthy individual in their everyday life.




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## The Role of Education in Healthcare

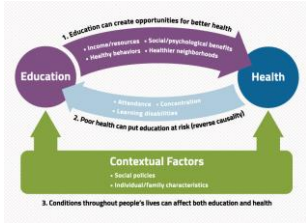


Figure: Shows the role of education in healthcare.

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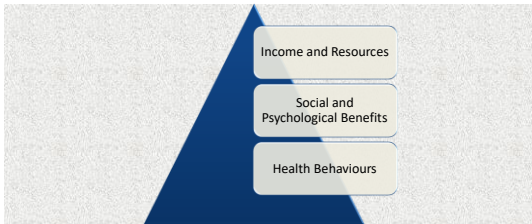
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## The Role of Education in Healthcare The Health Benefits of Education




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### 1. Income and Resources

- Education creates better job opportunities.
- In today's knowledge economy, a candidate with higher education is more likely to get hired and secure a job with health-promoting perks.
- Families with higher incomes can afford to buy healthier meals, exercise on a regular basis, and pay for health care and transportation.




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## 2. Social and Psychological Benefits

- People with higher levels of education—and hence higher incomes—are generally spared the health-damaging pressures that come with prolonged social and economic hardship.
- School education and other educational opportunities outside the school build skills and foster life-long characteristics.
- Educated adults are generally connected to broader social networks.




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## 3. Health Behaviours

- Along with being equipped for better employment, more educated people are more likely to get to know healthy behaviour.
- Educated patients may comprehend their health requirements more effectively, follow instructions, advocate and interact with a healthcare provider.




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**The Role of Education in Healthcare**

## Poor Health That Affects Education

- The relationship between education and health is never straightforward.
- Poor health not only leads to poorer educational attainment, but can also create educational setbacks and interfere with education.
- Children with asthma and other chronic diseases, for example, may have frequent absences and difficulties concentrating in class.
- Disabilities can also have impact on academic achievement because of issues with vision, hearing, attention, conduct, absenteeism, or cognitive capabilities.

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**The Role of Education in Healthcare**

**Conditions Throughout the Life Course**

- A third manner in which education and health can be connected is through early childhood exposure to circumstances that can influence both education and health.
- Conditions at home, financial position, and other contextual variables can cause stress, sickness and deprive individuals and families of resources for success in school, the job, and healthy living throughout their lives.

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**Influences**  
**Class Structure**

- There are three major class hierarchies in in the class structure, as follows:
  1. Lower
  2. Middle
  3. Upper
- For example, the most prevalent factors linked with class structure, are income and educational levels.




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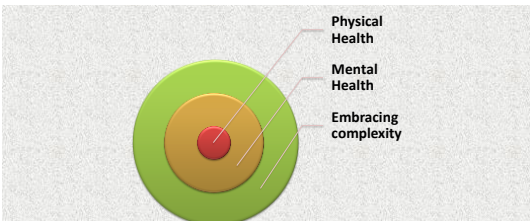
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**The Impact of Class Structure In Healthcare**




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**Influences**  
**Cultural and Social Priorities In Healthcare**

Clinic and Emergency Department Use	Pain and Analgesia	Traditional Practices, Alternative Medicine, and Indigenous Healers	Bed Sharing and Sudden Infant Death Syndrome
Birth and Early Infancy	Death and Dying	Role of Women	Role of Family

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**Influences**  
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**Elements of Healthcare Environment**  
**Attitudes**

- An attitude reflects our beliefs about what is normal, right, practical, long-term, or characteristic of a person.
- Some attitudes in health care are considered positive, while others are viewed negatively.
- Healthcare professionals develop the necessary attitudes through training as part of their socialisation into the profession.




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### Concept of Health And Illness

• **What is health?**

– It can be defined as a condition of physical, mental, and social well being and the absence of disease or other abnormal condition. It is not a static condition, constant change and adaptation stress result in homeostasis.

- WHO

• **What is illness?**

– An abnormal process in which components of a person's social, physical, emotional, or intellectual condition and function are decreased or impaired as compared to that person's previous condition and function is known as illness.

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### Perceptions of Health And Illness In Different Societies And Culture

The following are the key perceptions of health and illness in different societies and culture:

- Culture "refers to integrated patterns of human behaviour that include the language, thoughts, actions, customs, beliefs, and institutions of various racial, ethnic, social, and religious groups.
- There are obvious "Differences in health and illness patterns across societies and cultures.
- There has historically been a long-term decline in mortality within developed societies, and life expectancy is significantly higher in developed societies than in developing or undeveloped societies.

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### Perceptions of Health And Illness In Different Societies And Culture 1

We will understand the perception of health and illness in the following societies and cultures:



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## The Importance of Health

The following are main benefits of good health:

1. A healthy person is a person who is able to serve himself, his nation and his community.
2. The benefit of health for a person is that it saves him the costs of treatment and the hassle of going to hospitals.
3. Psychologically healthy people feel comfortable and happy in their lives and enjoy life well.

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## What is Public Health Intervention?

- A public health intervention is any initiative or program that seeks to enhance the mental and physical health of the general population.
- Public health interventions can be carried out by a number of groups, including governmental and non-governmental organizations.




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## Health Locus of Control (HLOC)

Health locus of control (HLOC) is defined as 'a person's beliefs regarding where control over his/her health lies'.

(By: Wallston et al., 1994, p. 534)




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### Internal V/s External Locus of Control

Internal Locus of Control	External Locus of Control
Are more likely to take responsibility for their actions	Blame outside forces for their circumstances
Tend to be less influenced by the opinions of other people	Often credit luck or chance for any successes
Often do better at tasks when they are allowed to work at their own pace	Don't believe that they can change their situation through their own efforts
Usually, have a strong sense of self-efficacy	Frequently feel hopeless or powerless in the face of difficult situations
Tend to work hard to achieve the things they want	Are more prone to experiencing learned helplessness

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### What Role Does Your Locus of Control Play in Your Life?

- The terms "internal locus of control" and "self-determination" are frequently used interchangeably.
- According to research, males have a more significant internal locus of control than women, and this locus of control tends to become somewhat more internal as they grow older.
- Experts have discovered that those who have an internal centre of control do better in general. However, keep in mind that internal locus of control does not necessarily equal "good," and external locus of control does not always equal "bad."
- Having an external locus of control can be beneficial in some situations, especially when a problem threatens one's self-esteem or is really beyond one's control.

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### Elements of Healthcare Environment National Context

- It is the combination of respective **national** cultures and social institutions of any society.
- National context plays a significant role in healthcare organisations, as cultures, national policies shape the internal context of healthcare institutions.




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## Cultural Contrasts

- Cultural Contrasts are the ideas, attitudes, languages, traditions, and expressions that are thought to be distinctive to people of a certain ethnicity, race, or national origin.
- Employees who are younger or older than their co-workers, employees with higher degrees than others in the office, and individuals who grew up in either urban regions or rural villages are instances of cultural differences in the workplace.




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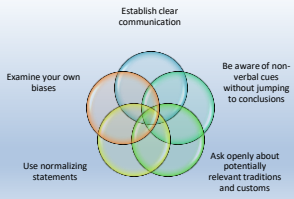
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## Methods to Handle Cultural Contrasts




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## NHS Healthcare Priorities

- Prevention
- Smoking
- Obesity and type 2 diabetes
- Diet and alcohol
- Antimicrobial resistance and vaccines




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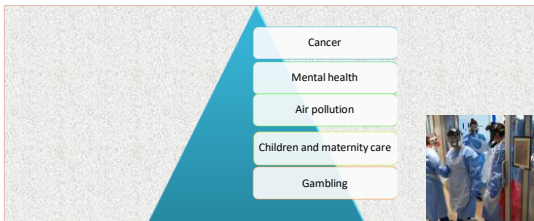
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## NHS Healthcare Priorities 1




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## Health Priorities for the New Government




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## The King Fund Priorities For Health And Care

- Putting the workforce centre stage
- A step change on inequalities and population health
- Lasting reform for social care
- Embedding and accelerating digital change in the wake of recent progress
- Reshaping the relationship between communities and public services

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## The King Fund Priorities For Health And Care 1

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## The Significance of Demographic Changes For The Health of The Population

The following are the main influences of national demography:

1. Size and age structure of the population
2. Ethnic groups
3. Migration and the social status of migrants



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### 1. Size And Age Structure of The Population

• The population's size and age structure have the major impact on health-care demands. In the United Kingdom, where NHS resources are allocated based on age-weighted capitation, this influence recognised.

• The ages which entail the highest levels of health care involvement are as follows:

1. Neonatal and infancy
2. Fertile years for women
3. Old age



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## 2. Ethnic Groups

- As a consequence of the proportions of different ethnic groups in the population, local public health requirements may vary significantly.
- In the UK, the population of African descent, many of whom suffer from sickle cell disease, is becoming high.
- It is believed that the sickle cell mutation gives malaria some immunity, but the need for haematological services in NHS is also increasing. There may also be unexpected health impacts on some cultural practice.




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## 3. Migration And The Social Status of Migrants

- Migration and the social status of migrants have a third influence on population structure and health.
- Since the previous census in 2011, there have been significant changes in the European Union's membership, with several of the former East European states becoming full members, and their residents legally able to travel and work freely throughout the other member states.
- There is also considerable concern that strains of the disease have developed that are resistant to most treatments, however there is little evidence to connect this to the changing population structure.




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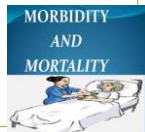
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## Health Indicators

There are various health indicators. But the key indicators of health may be classified as follows:

1. Mortality
2. Morbidity




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### Importance of Morbidity and Mortality

- The wealth of a nation is measured by morbidity and mortality rates.
- Today, there is still a disparity between developed and developing countries.
- Even within developed countries, there is a difference in health and life expectancy

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### What Is Morbidity?

Morbidity is defined as any physical or psychological condition that is regarded to be outside of the usual range of well-being. The term is frequently used to refer to illness, disability, or deterioration of health.




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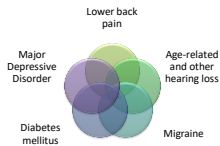
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### The Leading Causes of Morbidity

The leading causes of morbidity are as follows:




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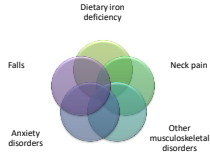
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## The Leading Causes of Morbidity 1

The leading causes of morbidity are as follows:




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## Measures of Morbidity

- Measures of morbidity frequency characterize the number of persons in a population who become ill or are ill at a given time.
- There are the two basic types of morbidity frequency measures:

- Incidence
- Prevalence

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## Incidence and Prevalence

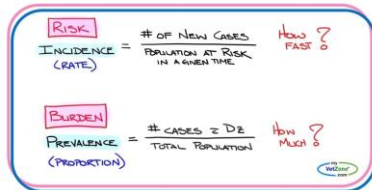


Figure: Incidence and Prevalence

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### Trends in Morbidity by Age in the UK

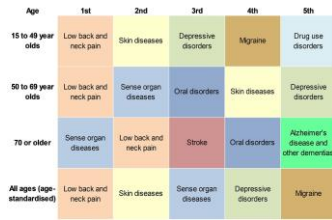


Figure: Shows the top 5 leading causes of morbidity\* (level 3 disease groups) by age, males, UK, 2016

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### Trends in Morbidity by Age in the UK 1

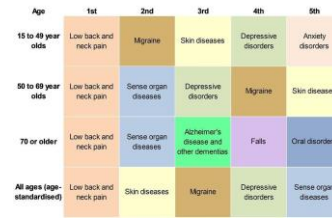


Figure: Shows the top 5 leading causes of morbidity\* (level 3 disease groups) by age, females, UK, 2016

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### Defining Mortality

- Mortality is another term for death and refers to the state of being mortal (destined to die). All humans are mortal and therefore subject to death.
- Like morbidity, mortality is also monitored at a global level.
- Mortality rates are calculated by government agencies, insurance companies, and medical researchers.

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### What is Mortality Rate?

• It is a measure of the number of deaths (in general or owing to a specific cause) in a certain population, scaled to the population's size, per unit of time. The mortality rate is generally stated in terms of deaths per 1,000 people per year.

• Some of the examples of mortality rates are as follows:

1. The fatal mortality rate
2. The infant mortality rate
3. The maternal mortality rate




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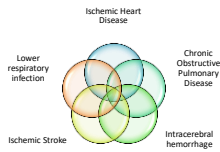
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### Leading causes of Mortality

The leading causes of mortality are as follows:




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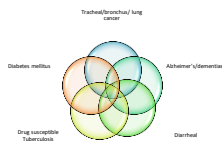
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### Leading Causes of Mortality 1

• The leading causes of mortality are as follows:




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### How is Mortality Measured?

- The only way to measure mortality is through death rates.
- It is standard practice that all mortality rates include the following:
  1. The numerator of the rate (the number of deaths that have occurred).
  2. The denominator (the population size in which these deaths were counted)
  3. The time period during which these deaths occurred

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### Types of Mortality Rates

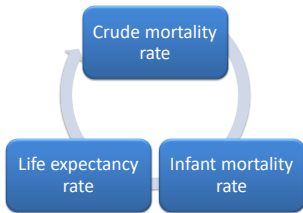


Figure: Shows the types of mortality rates.

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### Types of Mortality Rates 1

There are several different mortality rates used to monitor the level of mortality in populations. In humanitarian emergencies, the following are most commonly used:

1. **Crude mortality rate**
  - Counts all deaths
    - All causes
    - All ages and both sexes
  - Denominator includes entire population
    - All ages and both sexes

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### How to Calculate Crude Death Rate?

The annual crude death rate per 1,000 population =  $\frac{\text{Total no. of deaths in a calendar year}}{\text{Estimated mid-year population that year}} * 1,000$

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### Types of Mortality Rates 2

**2. Infant mortality rate:**

Infant mortality rate is defined as "the ratio of infant deaths registered in a given year to the total number of live birth registered in the same year; usually expressed as a rate per 1000 live births".

$$\text{IMR} = \frac{\text{No. of death under 1yr age in 1x1000}}{\text{No. of live birth during that year}}$$

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### Types of Mortality Rates 3

**3. Life expectancy rate:**

Life expectancy is a statistical measure of how long an organism is expected to live based on its birth year, present age, and other demographic variables such as biological sex.

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