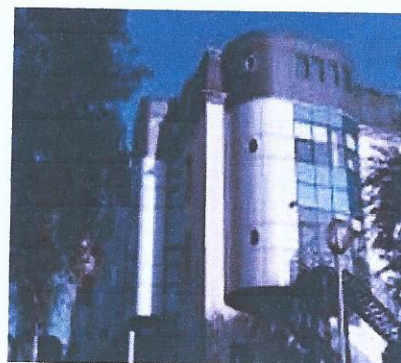




**10 avenue Sébastopol
57 000 METZ**

**Académie Nancy/Metz
Session : Juin 2014**

HOPITAL DE FREYMING MERLEBACH



**KLEINSCHMIDT Carole Anne
N° de matricule :
Commission n° :
Date & heure de passage :**

no contractions

I. Presentation.

My name is KLEINSCHMIDT Carole-Anne, ²⁴ years old.
To ^{earn} ~~win~~ in work experiences in parallel studies, I ^{wanted} wished to go to the alternation.
According to my already acquired knowledge, the advanced technician's certificate Assistant of Management PME PMI seemed to me to be the most adapted. ^{interned at} adaptable.
Thanks to the ~~school~~ Sup Formation, I integrated the Hospital of Freyming Merlebach in July 2012 for a contract of professionalization of 24 months.

At the end of my BTS, I ^{will} ~~would~~ be an assistant of management capable of managing the time of the business manager, ^{communicating} of managing the staff, of organizing meetings, of producing and of spreading written or oral information as well as of following relations with the partners of the company.

II. History of the Hospital of Freyming Merlebach.

The hospital

It was built in 1913 by the Cash register of the Saar and the Moselle.
It included a two-storeyed square building on three sides and a floor on the road side with an inner courtyard, ^{harboring} sheltering a service of general medicine and surgery : an independent detached house was reserved for the contagious ^{patients}. Considering the insufficient possibilities of hospitalization, new constructions ^{were built} are made in 1927.
This year marks the starting point of a profound transformation spread out over the next fifteen years.

The project of ^{at} reconversion of the establishment of Freyming-Merlebach in structure of approval (development of the care in a row and the rehabilitation) is a first step of the reorganization of the offer of health of Moselle, and the exploitation of the Center of Rehabilitation is the introduction.

no idea what you are saying...

III. The Hospital of today.

Having given up several of its activities (paediatrics, ^{burn unit} center serious burn victims, maternity), the hospital is a ~~hospital of areas of medical specialization~~ today (doctor in ^{es} ~~interns~~, cancer research, diabetology, cardiology, ^{and} ~~count~~ a heavy center of dialysis and is endowed with a technical tray performing in the domains of the medical imaging, the interventional sector, ~~the~~ sterilization, the laboratory of medical analyses and the department of nuclear medicine.

VERB ??
All work in the optics of the commitment quality, essential principle of the policy of the hospital. It's a question of placing the patient in the center of initiative of reception and the care while respecting regulatory measures and implementation of the quality approach.

Since January 1st 2013, the CARMI exploits the Center of Rehabilitation of Forbach in its current walls in a logic of continuity. 85 ^{hospital} beds and ~~places of functional reeducation~~ will afterward be transferred ^{to} on the site of Freyming Merlebach, in the completion of alteration work made necessary to create a state-of-the-art technical tray and conditions of quality accommodation.

IV. My role in the company.

From my arrival within the legal department, the person in charge trained me on the invoicing of the external care.

supervisor

Once trained, I was appointed "responsible for the invoicing of ~~the~~ external care". This task is weekly, it thus requires some rigor and the organization.

often

It's frequent that our hospitalized patients go to consultation to external suppliers with which we maintain partnership relations.

It's about practitioners who aren't present at the Hospital of Freyming.

Invoices drafted further to these consultations thus give rise to external care.

no idea...

These subcontractors must be paid ^{on} in time. However, the payment consists of two stages:

verification of

- The liquidation: ~~verify~~ the reality of the debt.

- The payment: action to ~~make~~ ^{take}.

To prepare the invoice for ^Sthe payment thus requires to prove the debts. For this, when the hospitalized patients are sent to ^{exterior}consultation outside (their acts of laboratory can be also analyzed in an external laboratory) a voucher of consultation acts as follow-up. It's realized by the service in which the patient is hospitalized and contains the information of the travel.

Finally, to liquidate the external care means attributing ^{to} every invoice, the corresponding voucher of follow-up which corresponds. Globally, the services send to our office a copy of every voucher but he can also ^{it} arrive be possible that the services ^{were not provided} didn't make this. In this case, thanks to the software Hexagone Patient, I can have access to the medical files, ^{and} thus make a request.

When invoices are accompanied with their respective vouchers, I prepare them for the payment, by registering ~~every~~ account of imputation (account on which will be sold the sum to be adjusted), as well as the third number (every external supplier possesses a third number).

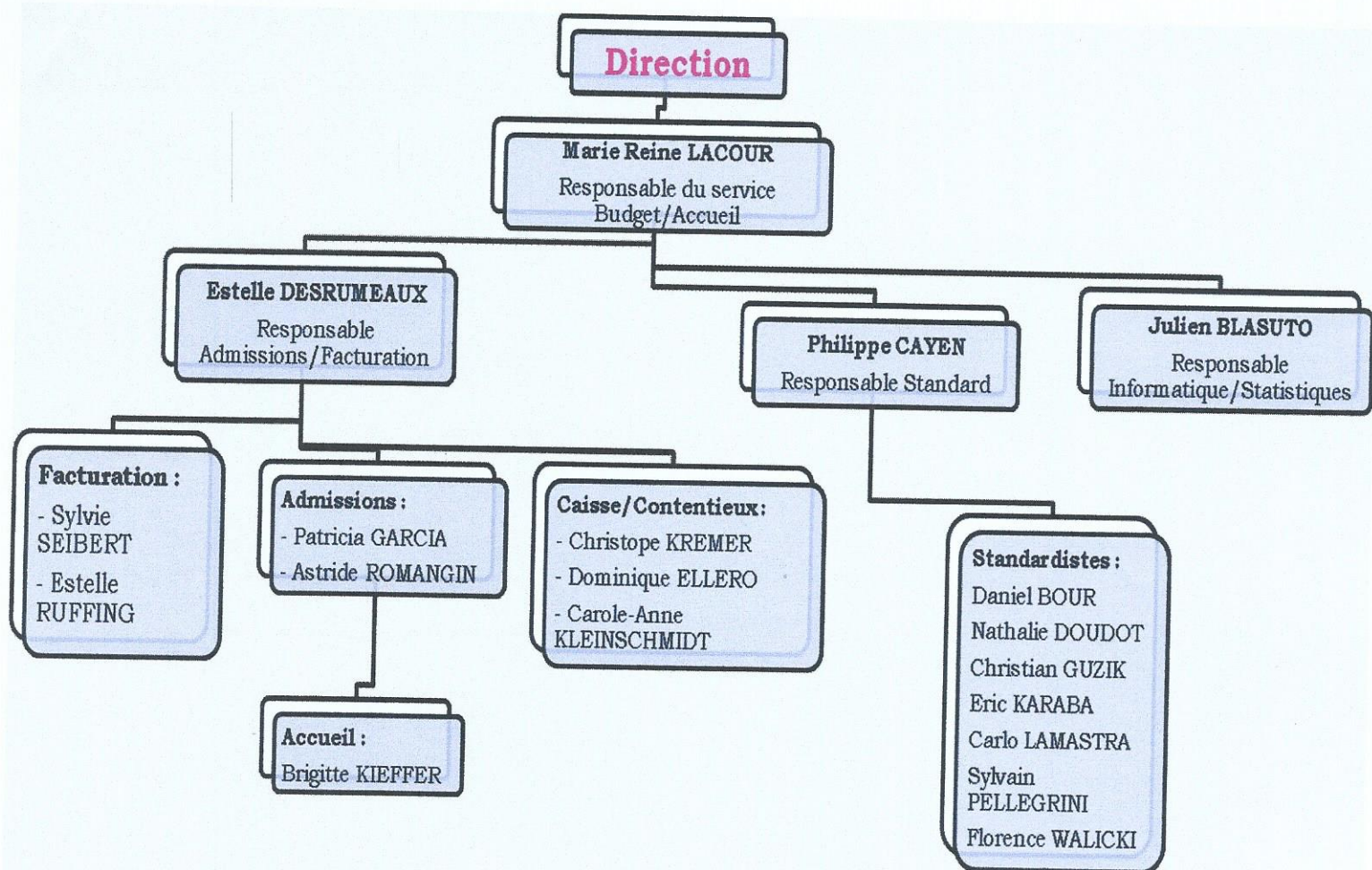
To finish, I also assist the person in charge of the dispute by taking calls, by ~~occupying~~ me of the daily mail, by making telephone follow-up. ^{phone calls} ~~taking care~~

This experience will have allowed me to work in collaboration on different projects, to become independent and autonomous.

Indeed, an assistant of management ^{must} ~~owes~~ be comprehensive, sociable, but also know how to express ^{themselves} ~~itself~~.

V. Project.

Afterward, I intend ^{earn a degree} seriously to study by a ^{with a} license in Human resources speciality in Management of the Remunerations. It's the ^{area of work} domain which always fascinated me and it would guarantee a quality training where I would have the opportunity to be in touch with professionals of the domain and to acquire robust skills.



BTS Assistant de Gestion de PME-PMI à Référentiel Commun Européen - SESSION 2014
ÉPREUVE U21 B

Description of the state of communication				
Name : KLEINSCHMIDT Surname : Carolane			N° de matricule :	
The communication situation				
Lived	YES	<input checked="" type="checkbox"/>	NO	
Observed	YES		NO	<input checked="" type="checkbox"/>
Imagined	YES		NO	<input checked="" type="checkbox"/>
<input type="checkbox"/> Reception <input type="checkbox"/> Organizing an event <input type="checkbox"/> Negotiation <input checked="" type="checkbox"/> Conflict management				
The organization concerned				
Nom / Industry : Hospital, Freyming Merlebach.				
The context of the situation				
<p>General framework : With almost similar seniority, Mrs. Meyer ^{had} has been allocated a parking space within the walls of the hospital, while Madame Parisu must continue to park in car parks nearby.</p> <p>In addition, almost all administrative officers have a parking space ^{on} the premises of the establishment, which completely justifies the feelings of worthlessness Mrs. Parisu.</p> <p>This situation ^{hasn't} hasn't led directly to conflict, but the last few days, Mrs. Parisu ^{was} is called to order for many delays. ^{her tardiness had not} by</p> <p>She justified by the lack of space in the parking places, hence the difficulty to park.</p> <p>It ^{was} is at this point that the conflict actually appeared.</p> <p>Place / Time (if applicable) : The conflict is <u>serving Billing</u> and lasts about two weeks.</p> <p>Technical and communication tools :</p> <ul style="list-style-type: none"> • Empathy • Taking note of the elements mentioned • Active listening 				
The protagonists				
<p>Presentation of the protagonists : Mrs. Meyer and Mrs. Parisu are two administrative officers belonging to the Service Billing Hospital Freyming.</p> <p>Relations between the protagonists : Mrs. Meyer and Mrs. Parisu share the same service <u>desk Billing</u> for about five years. Relations between them have never been friendly, but still professional.</p>				
Problems		Issues		
<ul style="list-style-type: none"> ➤ Repetitive delays Mrs. Parisu ➤ Strained relations between the two colleagues ➤ Resolve ^{ing} the conflict through discussion 		<ul style="list-style-type: none"> ➤ Influence : acting on the two employees to change their opinion. ➤ Relational : strengthen ^{ing} a professional relationship. ➤ Identity : express ^{ing} its identity. ➤ Territorial : one of two employees feel ^{ing} devalued and the other not. 		
Solutions		Denouement		
<ul style="list-style-type: none"> ➤ Appeal ^{ing} to a mediator, who is the responsible of Service Billing. ➤ Arrange ^{ing} a confrontation between two colleagues ➤ Find ^{ing} a compromise to avoid inequalities 		<p>The conflict between two employees broke through the intervention ^{of} the manager.</p> <p>Mrs. Parisu gave ^{her} his feelings on the situation and especially his feelings of worthlessness and Mrs. Mayer showed compassion. The next parking space that will be freed ^{her} here Mrs. Parisu reserved.</p> <p align="center"><i>given is reserved for Mrs. P.</i></p>		