

Unit 1. Management and legal activities in green healthcare organizations

Theme №1: Medical organizations as an object of management. Management activities in green healthcare organizations.

Lecture 1

Lecture outline:

1. Types of economic entities and their general characteristics.
2. Organizational management structures.
3. Production and technological characteristics of the organization.
4. Activities affecting the organization's activities.
5. Management styles of organizations.

Management of a medical organization is a key issue for the effective functioning of the green healthcare system.

The state of the economic entity, the dynamics of its development and the final results of its activities (quality of medical services, reduction of population morbidity, increase in economic efficiency, etc.) depend on the correctly selected management concept and its practical implementation. Achieving these goals depends largely on the proper training, selection and placement of management personnel, who must select the necessary system, principles, methods and management style necessary for managing the organization.

The concept of "management" as applied to healthcare is legitimately extended to the following processes and persons:

- direct management of the organization's personnel;
- management of production and market entrepreneurial activities of commercial (and non-profit) healthcare organizations by hired managers attracted by the owner (or by the owner himself, performing the functions of a manager);
- management of production and economic activities of state healthcare organizations providing medical services (except for a number of special structures - forensic medicine, penitentiary institutions, the Ministry of Emergency Situations, etc.).

Unit control. Assignment: Work on the following exercise and submit it by the fixed date.

Exercise 1:

Options for questions for frontal and individual surveys, tests, situational tasks used to assess the assimilation of the tasks of this topic.

Survey and group discussion on the following questions:

- What types of organizational structures do you know?
- What are the main types of organizational structures?
- Describe the main styles of organizational management?

Theme №2: The role of the manager. The balance of managerial roles. Policy in the management of medical organizations.

Lecture 2

Lecture plan:

1. Functions of the manager as a key link in management decisions.
2. Modern levels of management.
3. Manager effectiveness in a medical organization.

4. Evaluation of managers' performance.

Management activity, in comparison with other types of activities, has a number of features expressed in the nature of the work itself, its subject, and results. The specificity of the tasks solved by the manager presupposes a predominantly mental, creative nature of management work, in which setting goals, developing methods and techniques for achieving them, as well as organizing joint activities constitute the main meaning. Managers have a special subject of work - information, transforming which they make decisions necessary to change the state of the managed object. Therefore, the tools of labor of management workers are, first of all, means of working with information, and the result of their activities is assessed by achieving the set goals.

Managers play a large role, since they combine the work of various specialists: doctors, nurses, programmers, marketers, economists, psychologists, accountants and other persons acting under their leadership.

The main task of managers is to ensure the normal existence of the organization in the market under any changes in the situation, paying special attention to solving the social problems of the team, organizing its work in the most optimal way. Managers, when leading, like a good actor, play many roles that force them to behave in a certain way (Table. Managerial roles according to Mintzberg G.). These roles can be divided into three interrelated groups: interpersonal, informational and decision-making.

Exercise 2.

Survey and group discussion on the following points:

- Main responsibilities of a medical organization manager.
- Classification of management levels.
- Determining the effectiveness of a manager's work.

Theme №3: Legal regulation in the healthcare system

Lecture 3

Lecture outline:

Legal regulation of healthcare in the context of legislation of various countries:

- regulatory and legal documents of healthcare;
- basic principles of health protection;
- types of first aid;
- rights and obligations of the doctor and the patient.

Legal regulation of public health protection is one of the priority areas of healthcare development.

The right of every person to health protection is a generally recognized norm of international law, which has three levels of consolidation. The universal level has a general declarative meaning and acts as a recommendation for the world community (Universal Declaration of Human Rights 1948, International Covenant on Economic, Social and Cultural Rights 1966).

Legal regulation of health protection in each country is a specialized level of consolidation of the rights of citizens, taking into account universal international recommendations and regional mechanisms for their implementation, implying the construction of a clear legal vertical of the system of regulatory legal acts (RLA), based on legal force. At the same time, laws are the highest imperative expression of state power, that is, all subsequent RLA are issued on their basis and in pursuance of laws. Using the example of the Law of the Kyrgyz Republic "On the Protection of Health of Citizens in the Kyrgyz Republic" dated January 9, 2005 No. 6, as well as taking into account other regulatory legal acts, we will study the legality of the activities of medical institutions in Kyrgyzstan.

Exercise 3. Literature Review Synthesis.

Survey and group discussion on the following points:

1. Analysis and use of regulatory and legal documents

of health care.

2. Basic principles of health care. Availability and quality of medical care, inadmissibility of refusal to provide medical care.

Theme №4: Modern approaches to building a quality management system

Lecture 4

Lecture outline:

- Basic principles of quality management.
- The ISO 9000 Group of standards.
- The role of each employee in quality management

The main goal of quality management is to fully satisfy the agreed requirements of the customer with the lowest overall cost to the organization. But the best companies are those that strive for more - to anticipate the needs of their customers.

The main principles of quality management throughout the world are:

- 1) customer focus;
- 2) managerial leadership;
- 3) employee involvement;
- 4) process approach;
- 5) systems approach to management;
- 6) continuous (uninterrupted) improvement;
- 7) fact-based decision making;
- 8) mutually beneficial relationships with suppliers, including those that allow creating mutual value from cooperation.

Quality management in the modern world is usually mentioned in the context of two systems: total quality management (TQM) and ISO-9000 quality system standards. There are both common features and significant differences between them.

Exercise 4.

Survey and work in groups:

- List the main trends in quality management in domestic and foreign practice.
- Disclose the content of these trends in relation to the activities of domestic enterprises and organizations.