

EFFICIENCY IN HEALTHCARE MANAGEMENT: CASE OF EMERGENCY MEDICAL CARE

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Abstract: the article investigates efficiency of healthcare services, particularly urgent medical care. The research objective is analyzing the essence of the effective implementation of all core functions of the management in Healthcare industry. The following recommendations are issued: protocols, guidelines, mandatory training programs, should be standardized, etc.

Keywords: healthcare management, efficiency, Emergency Medical Care.

ЭФФЕКТИВНОСТЬ В УПРАВЛЕНИИ ЗДРАВООХРАНЕНИЯ: КЕЙС НЕОТЛОЖНОЙ МЕДИЦИНСКОЙ ПОМОЩИ Маридашвили М.Г.¹ Мепаришвили Д.Д.² (Грузия)

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Аннотация: в статье исследуется эффективность медицинских услуг, в частности, неотложной медицинской помощи. Цель исследования - проанализировать суть эффективного внедрения всех основных функций менеджмента в отрасли здравоохранения; даны рекомендации: протоколы, руководящие принципы, обязательные учебные программы должны быть стандартизированы и т.д.

Ключевые слова: Управление здравоохранения, эффективность, неотложная медицинская помощь.

In the 21st century, the most important management value is the efficiency indicator. Primary health care includes prevention of disease, health promotion and improvement. Primary health care is a condition that promotes the need for urgent medical care. That is the requirement of the high number so called of low-priority calls that can be brought to the minimum level in case of effective health care. To reduce the number of urgent calls, the most important factor is to raise public awareness. Efficiency audit, together with financial and conformance audit, is one of the type of audit defined by the International Organization of Supreme Audit Institutions. Standards differentiate three types of audit: financial, compliance and efficiency audits. Simply put, the financial audit assesses the financial statements in accordance with applicable rules and regulations and the audit of the compliance audit-legitimacy. As for the effectiveness audit, this includes an assessment of the activity of Economy, Efficiency and Effectiveness (so-called "E 3") [1. P. 89].

In Georgia in 2015 reforms have been implemented in the field of emergency medical care. The LEPL "112" was created, which responds to the calls of the population and provides the operative delivery of information to the relevant emergency brigade. In Tbilisi, specially equipped new vehicles were purchased .improved the quality of medical personnel and quality of services rendered.The main goal of the emergency medical care system and the system is to reduce complications and mortality during emergency situations. The prerequisite for this achievement is timely reaction to the call and high quality of primary care is provided. From 2000 to 2017, the number of beneficiaries with urgent medical assistance has increased dramatically over the years [2. P. 76].

There were many questions in the society in relation to the quality and quality of the services provided by this increase in number of calls. Despite positive changes, significant problems remain in the timely response to emergency medical services and the quality of service is reflected emergency medical assistance would have been to a patient in a difficult situation. The emergency medical assistance in the regions is inaccurate, which is often the number of calls left without response. In addition, different rates of brigade loads in the regions proves unopposed distribution of the brigades which reduces the productivity of the employees and the effectiveness of the service [3. P. 50].

There are not regular trainings for all doctors that work in emergency care. The level of preparation in Tbilisi and regions is different, the doctors are trained by different training programs. The system is not standardized, there is no established protocols and standards throughout the country. Often the principle of transferring the patient to the nearest clinic does not work properly. In addition, the number of clinics refusal to receive a patient is quite high, because of the patient's social status or limitations of stationary places that may have a negative effect on the health condition of the patient in a particular situation and increase the mortality rate.

In 2016, As a result of involvement in the insurance companies program in the emergency program of Tbilisi emergency services, 1,420,200 GEL was saved. At the same time, the number of insured people is increasing. In many cases, the program implementers do not plan the ongoing activities within the program in terms of economics and productivity. For example The Tbilisi City Hall has successfully renovated the Ambulance Vehicle Park in 2013 with specially equipped automobiles with new minibus type, while such type of vehicles are used for patient's hospitalization, which is 13% of the total number of calls in the current reality. Proportion of priority system, in case of purchasing partially light vehicles, was significantly saving.

Recommendations issued for enhancing efficiency of emergency medical care: The program, protocols / guidelines should be standardized throughout the whole country, taking into consideration international standards and best practices; The optimal distribution of the brigades and its proportional funding in accordance with the self-governing units, as well as the number of population and geographical principles; To standardize qualification data, mandatory training programs and their periodicity in accordance with the ambulance medical models.

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