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## **Organizational bases of resort medical centers with the of quality management systems**

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### **Abstract**

With the introduction of a quality management system in spa health

centers (sanatoria), opportunities for development and profitability are increasing. The organization of the structure of the medical center's work at the resort has its own peculiarities, which should be reflected in the routes of patients, the rules for the provision of medical care. The development of spa medical centers is reasonably feasible in the context of improving the infrastructure, taking into account the competitive advantages of the resort, introducing modern technology of treatment and marketing strategies.

Key words: resort medical center; quality management system.

From the first steps of its activities, the World Health Organization (WHO) declared in its Statute 26 the dedication of the idea of providing "the highest achievable level of health" for all the inhabitants of the planet. Among the nine principles of the WHO Constitution, there are three principles that are aimed at providing health care systems with quality health care for the population of these countries and labeled as higher health objectives: availability of medical care (principle 7); active cooperation with public bodies (principle 8); the responsibility of the top management for public health (principle 9) [1].

Spa medical center - the leading medical and preventive institution in the resort. Spa medical centers can be single-profile (mono-profile) and multi-profile. The medical profile of the resort medical center is determined depending on the natural therapeutic factors of the resort and the medical certificates approved for it. Treatment of patients in the resort medical center is carried out mainly by natural factors (climate, mineral waters, medical mud, etc.) in combination with physiotherapy, physical

therapy, massage, diet and psychotherapy, subject to the prescribed regime, which in the complex provides a complete spa treatment and rest of the patient [2,3].

For the second stage of rehabilitation of rehabilitation in spa medical centers, it is advisable to create rehabilitation departments. Specialized departments for rehabilitation of patients are structural subdivisions of the resort medical center [2,5].

The main functions of rehabilitation departments in health resort centers are:

- consolidation of the positive results of treatment in the hospital, further restoration of the disturbed ones and compensation of lost functions due to disease, prevention of the possibility of recurrence of the disease;
- reduction of the time of adaptation of the patient to the surrounding conditions;
- promotion of social and professional rehabilitation, and in the long run - recovery of the patient's health [2,5].

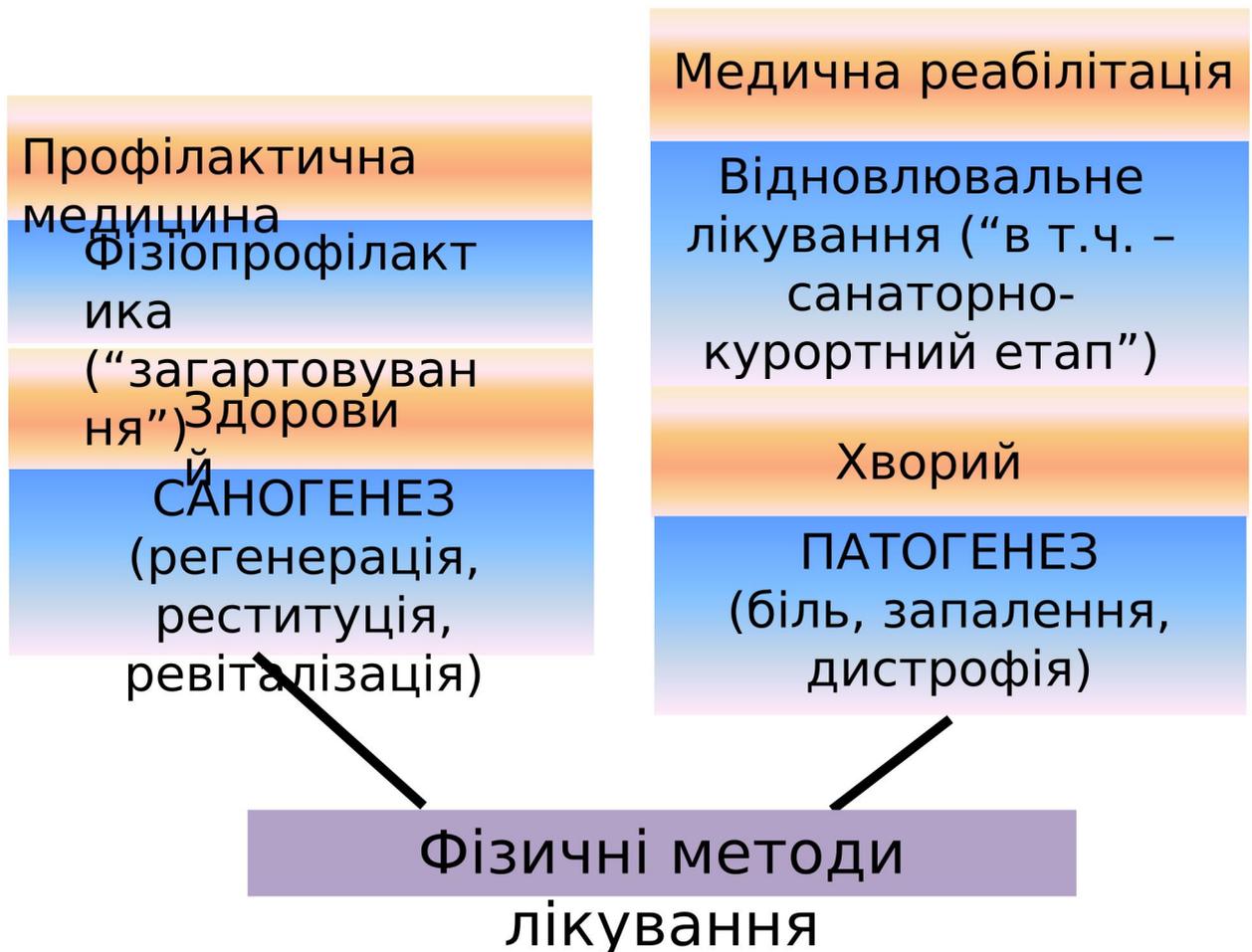
When choosing health resorts for the deployment of rehabilitation departments it is necessary to take into account their geographical location, the distance from medical institutions that direct patients for rehabilitation, transport connections, accommodation of medical and household objects on the territory of the sanatorium, everyday conveniences in rooms, sleeping and medical buildings, etc. Particular attention is paid to the organization of rehabilitation departments for patients with diseases of the cardiovascular system and after acute cerebrovascular diseases [5,6].

Resorts compete



In the notion of healing in spa medical centers includes not only rest, but also a diverse range of restorative and wellness procedures that strain and strengthen the body, increase resistance to adverse environmental factors, remove and prevent the negative effects of stress, as well as with the help of climatic, balneological and other therapeutic factors, prevent further illness [4,5,7].

## 2 main directions of application of therapeutic physical factors



One of the components of the quality management system at the medical center is the availability of standards (protocols) of treatment and paths of patients, which determine the possible amount of care (services), the responsibility of the staff of the institution [7].

The land is important to use the notion of resources as a quantitative measure of the ability to perform any support activities and to provide a local quality management system for medical centers, including:

- staff time,
- office equipment and transport for security activities,

- and communications in support of the implementation of the management system quality [8].

The amount of resources needed can vary over time. Largest investments are sometimes needed at an early stage. But then, when the quality management system becomes part of everyone's work, resources will be needed to support the continuous operation of the quality management system, which includes staff time, spending money, selection of material for data collection and interpretation, support for teams for improving quality and implementation of continuous education managers in the field of scientific approach to quality management system [9].

Accredited medical centers have strictly limited resources for their program needs. In these cases, the main issues are : how can resources be increased within the available resources to achieve high-quality resources, and can we be sure of the effective and efficient use of resources of medical centers without a quality management system? Studies show that by increasing productivity and efficiency, as a result of initiatives to improve quality, we can actually reduce the cost of implementation [7].

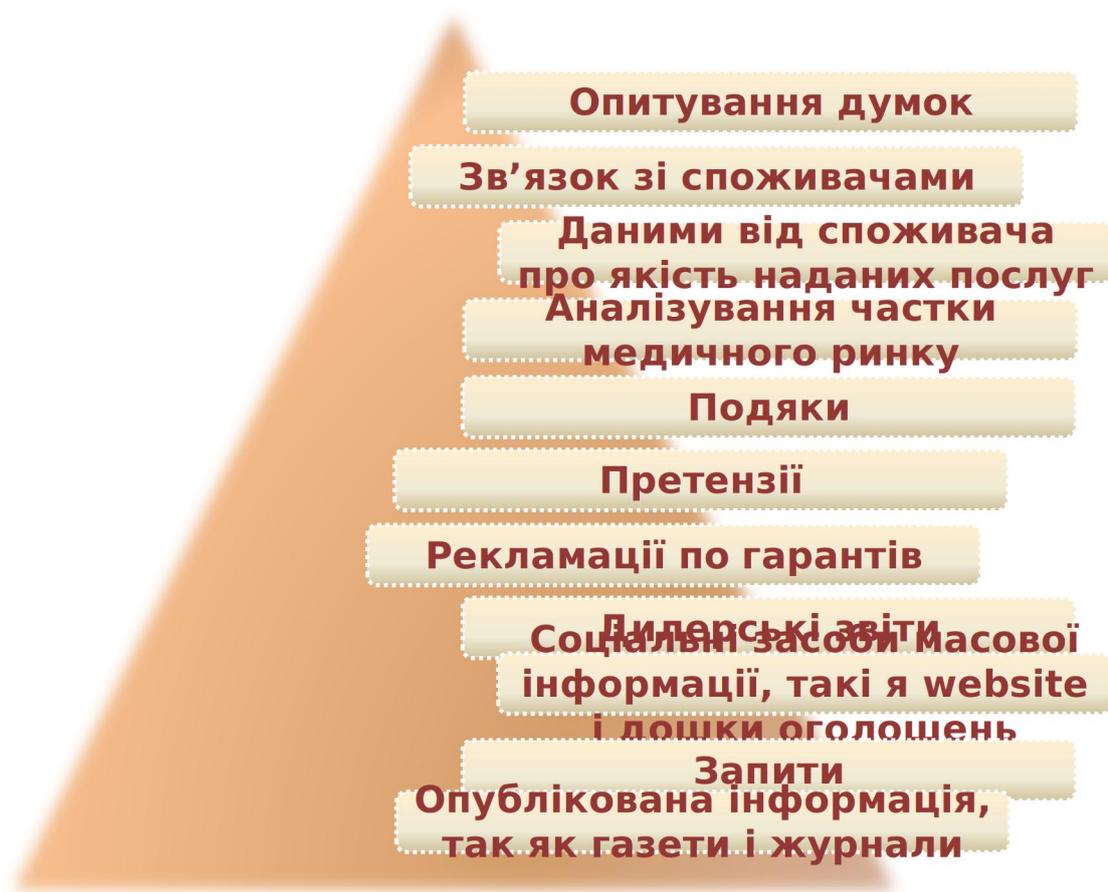
That is why the institutionalization means that the system of quality management has become an integral part of the structure and operation of medical centers it - mature phase of quality management system and may not be allocated additional resources for a specific function or quality control service quality [8 ]

It should be noted that it is expedient for the management of the resort medical center to identify the consumers from whom it seeks to receive feedback on satisfaction and how to monitor these data. The management of the spa health center can decide whether to request feedback from each consumer at the conclusion of the transaction, or to use a representative sample based on the target number of sales, permanent or new customers. This can be done on a permanent basis or with a certain periodicity established by the resort medical center.

Consumers of medical services can relate to different types. On this basis, every person or resort medical center that uses or receives services may be considered as a consumer. The management of the spa medical center needs to evaluate the satisfaction of all consumers who receive services directly or indirectly, and not just those with whom it interacts directly.

The management of the spa health center should determine how it will measure the level of customer satisfaction. Then you need to set up a method for collecting and analyzing the source data.

The management of the spa medical center can determine the method (s) it seeks to use. These methods may include, but are not limited to:



A quality management system ultimately becomes part of how people perform their work and how resources are allocated to support effective work. Initially, however, specific investment in resources may be needed to develop the technical capacity of the quality management system of medical centers [8].

The introduction of standards for treatment in health resort centers can improve the quality of medical care provided by a medical resort center. For a physician, the clinical protocol saves time for mediation, greatly reduces the number of errors and helps protect the doctor from prosecution. The patient, in turn, is guaranteed to receive the most effective, modern, safe and economical treatment. The presence of regulated clinical protocols is also beneficial to the administration of a medical institution, since it allows you to monitor the actions of a doctor, to calculate the economic costs of diagnosis and treatment. By introducing standards of diagnosis and treatment, as well as differentiated approaches to the timing of treatment in spa medical centers, the goal is to improve the quality of provision of medical services in resort and recreation facilities of different forms of ownership. The structure of rehabilitation treatment and rehabilitation complexes is based on preliminary diagnosis, quasi-monitors in rehabilitation and post rehabilitation periods, with the definition of individual functional social capacity, with the possibility of social adaptation and return of labor, as well as the maximum approximation to the average healthy contingent [6].

Treatment programs in spa health centers are divided into regulated (with approved start and end dates) and individual (private, individually sensitive, responsive) times by duration (duration). Allocate:

- target (focused on a specific clinical function result);
- general-oriented (in relation to the patient's condition in general outside the profile of the underlying pathology) [7].

Capacity building plays a very important role in promoting institutionalization of the quality management system by providing

knowledge and development of technical implementation skills (development of standards, process improvement, etc.) and management of the quality management system (management, planning, monitoring, etc.). ) at the stage of empirical knowledge. The next stage of institutionalization (expansion and consolidation) requires the "critical mass" of the quality management system in the field of organizational experience. At this stage, health centers can use different strategies for development and capacity-building [10].

The traditional approach to building capacity in the form of one-time training of staff in the classrooms is likely to be insufficient. Innovative, alternative ways of learning are useful, including participation in workshops on the discussion of the results achieved, as well as distance learning and mentoring in the workplace. This applies not only to medical professionals but also to all staff of health resort centers that provide quality accommodation for patients.

The experts from the United States Agency for International Development offer three main directions of capacity building required for institutionalizing a quality management system: expertise of the main experience of the quality management system; coaching and mentoring of personnel for its implementation of quality assurance; supervision and control over personnel activities in the field of quality management system [2]. All three areas are part of the continuum of support and should be provided to employees involved in the quality management system. These areas of capacity building are not mutually exclusive and can be carried out by one person or a group of people working at different levels. The main thing is that they are executed by people who are able to understand and properly carry out measures to build capacity. In addition, in order to maintain quality control, it is necessary to maintain and maintain a "critical mass" of qualified medical staff working in medical centers [7].

The introduction of such approaches will increase the profitability of medical centers, increase the satisfaction of patients, and motivation of employees.

Thus, the bases of organizational principles for the development of resort medical centers are:

- development of resorts infrastructure, improvement of material and technical and scientific and methodological basis of medical and health institutions;
- cooperation of resort medical centers with transport, production, banking structures, tourist advertising and insurance organizations, use of marketing techniques, management, experience of organization of tourism business in advancing on the market of medical and SPA services;
- improvement of the treatment efficiency in the resort medical centers and the quality of care for patients at resorts and in health resorts, the use of modern technologies for receiving, accommodating, feeding, excursion services for people residing in resorts.

The achievement of these tasks depends directly on the introduction of a quality management system in these institutions.

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