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Some solutions for state management for public hospitals under the ministry of health of vietnam in a new context

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Abstract

In the current new context, the public hospital system is facing profound innovation requirements, promoting organizational and management for the state sector, including administrative units. Public service and public service delivery organizations are an important content in the process of building and developing a market economy and international integration. The article focuses on clarifying solutions to innovate state management for public hospitals under the Ministry of Health of Vietnam in the current new context.

Keywords: Public hospital; management for the state sector; international integration

1. Introduction

In the current context, the implementation of autonomy in public hospitals has brought about certain results, but also raised some limitations, shortcomings, and unintended impacts related to the state management of public hospitals under the Ministry of Health. State management of hospitals must ensure the objectives of the hospitals while also ensuring effectiveness and fairness in healthcare for the people. Especially for hospitals under the Ministry of Health at the grassroots level, when implementing autonomy, it is certain that they must increase revenue, which will then cause difficulties for poor patients. Due to the complex development of the COVID-19 pandemic, the number of patients coming for examination and treatment has decreased, leading to a sharp decline in hospital revenue. Consequently, the allocation of funds and financial resources to hospitals based on fixed ratios specified in current documents has affected the proactive nature of investment and procurement, impacting the lives of officials, civil servants, and workers. These issues are posing an urgent demand for continued innovation in the state management of public hospitals under the Ministry of Health.

2. Some solutions for innovating the state management of public hospitals under the Ministry of Health of Vietnam in the new context

2.1. Complete and organize the implementation of policies, strategies, planning, and state management plans for public hospitals under the Ministry of Health of Vietnam in the new context

Continue to build, complete, and organize the implementation of policies, strategies, planning, programs, long-term, medium-term, and annual plans:

First, review and evaluate the impact of policies, strategies, plans, programs, and plans that have been issued; study and adjust, modify, supplement the objectives, tasks, and solutions of policies, planning strategies, and plans to be consistent with the guiding viewpoints of the Party in the Resolution of the 12th National Party Congress, Resolution No. 20-NQ/TW of the Party Central Committee's Sixth Plenum of the Twelfth Tenure and the current situation to ensure the unity, appropriateness, and feasibility of policies, strategies, planning, and plans. At the same time, implement seriously and effectively.

Second, organize a review and assessment of the current status of the medical examination and treatment network system, especially public hospitals, in terms of infrastructure, machinery, equipment, human resources, technical expertise and other services.

Conditions must be met to be eligible to be granted a medical examination and treatment certificate at all hospitals from central to local levels, hospitals under ministries and branches, hospitals under People's Committees of provinces and cities across the country. Classify hospitals according to whether they meet or fail to meet national technical standards to have solutions that both ensure the performance of assigned medical examination and treatment tasks and meet requirements according to quality assurance regulations. quality of medical examination and treatment for the people: For hospitals that meet national technical standards, they can continue to carry out medical examination and treatment activities for the people; For hospitals that do not meet national technical standards, but have a specific plan to ensure they meet standards by 2020, it is recommended to allow continued medical examination and treatment activities; For hospitals that do not meet standards and do not have specific solutions to complete operating conditions as prescribed by law by 2020, it is recommended not to issue an operating license.

Third, organize an assessment of the implementation of Decision No. 4276/QĐ-BYT dated October 14, 2015 of the Minister of Health approving the "National action program on improving quality management capacity medical examination and treatment in the period from now to 2025" reviewing and adjusting goals, criteria and solutions in accordance with the Party's viewpoints and closely following the directions of the Government and the Prime Minister.

2.2. Complete and organize the implementation of the legal system and professional regulations in medical examination and treatment

Promote the improvement of the legal system and professional regulations to create a legal corridor for hospital medical examination and treatment activities and encourage improvement of the quality of medical examination and treatment of hospitals, especially affiliated public hospitals. Ministry of Health.

First, it is necessary to organize an assessment of the impact of the Law on Medical Examination and Treatment after 8 years of implementation. The assessment needs to be implemented synchronously and comprehensively across the country, on all aspects of social life and all relevant subjects affected by the Law. Evaluate both the suitability, consistency, and feasibility of the provisions of the Law, as well as the implementation organization of implementing subjects, on that basis, detecting inadequacies of the regulations. and new issues that the Law on Medical Examination and Treatment has not mentioned to propose amendments and supplements.

Second, based on the arguments from the results of assessment of the current implementation of the Law on Medical Examination and Treatment in recent times, it is recommended that the Ministry of Health research and propose to competent State agencies to abolish, amending and supplementing a number of the following contents and issues of the Law on Medical Examination and Treatment:

Abolish the provisions of the Law on Medical Examination and Treatment regarding the requirement for medical examination and treatment documents to have criminal records for practitioners working in public medical examination and treatment establishments. The public sector has a strict human resources management system according to the provisions of the Law on Public Employees. Therefore,

criminal background regulations for practitioners in the State sector are not necessary.

Adjust the medical practice time to issue medical certificates to subjects in a direction that coincides with the probationary period for each subject, making it convenient for pre-practice management for practitioners.

Unify regulations or have a roadmap to unify organizational forms of medical examination and treatment facilities to unify a model suitable to the characteristics of the Vietnamese health system in the current period and convenient for work. management, development of technical expertise, planning and development of medical examination and treatment network system.

Specifying the scope of professional practice, supplementing the scope of professional practice and changing the scope of practice of practitioners.

Adjust and supplement regulations on the legal rights and interests of practitioners, such as regulations on sanctions to ensure safety for medical officers and staff when they are performing their duties and are injured by a patient, Assault by a patient's family member affects their honor, health, and life.

Decentralize the authority to grant health permits and medical certificates to the Departments of Health according to the principle that if the lower level can do it, then the higher level will delegate authority.

Reduce administrative procedures in granting Operating Licenses for medical examination and treatment facilities and Practicing Certificates for medical examination and treatment practitioners.

Specify the roadmap for granting Practicing Certificates to practitioners in remote, remote and difficult areas... This is an objective practical issue that requires a roadmap for implementation to ensure medical examination and treatment needs of people.

Complete the medical examination and treatment quality management system and integrate quality management in hospital activities.

Third, organize a review and impact assessment during the implementation of documents guiding the implementation of the Law on Medical Examination and Treatment, including Decrees and Circulars guiding the implementation of the Law on Medical Examination and Treatment to Detect problems, overlapping content, and inappropriate inadequacies in guiding documents, promptly adjust and supplement them to meet the needs of current practice. For example: Decree No. 87/2011/ND-CP, Circular No. 41/2011/TT-BYT-TC; Circular No. 41/2015/TT-BYT on instructions for granting professional qualifications and licenses; Circular No. 07/2015/TT-BYT of the Minister of Health on applying new methods and new techniques in medical examination and treatment in the direction of techniques applied in Vietnam at medical examination and treatment facilities. If the disease cannot be implemented, there is no need to organize a pilot; New techniques that countries have implemented that are being applied for the first time in Vietnam must be piloted

Fourth, develop and promulgate a circular stipulating the pre-practice training regime, towards the issuance of Practicing Certificate exams for practitioners. This content has not had specific instructions for implementation recently, affecting the feasibility of the Law on Medical Examination and Treatment;

Fifth, develop and promulgate national technical regulations for hospitals: Review and assess the appropriateness of

national technical regulations for medical examination and treatment facilities issued by the Minister of Health according to the regulations Decision: Decision No. 32/2005/QD-BYT dated October 31, 2005 on design standards for the Department of Diagnostic Imaging; Decision No. 33/2005/QD-BYT dated October 31, 2005 on design standards for Emergency Departments; Decision No. 34/2005/QD-BYT dated October 31, 2005 on design standards for the Department of Surgery of General Hospital and Decision No. 35/2005/QD-BYT dated November 15, 2005 on design standards for the Department of Surgery Testing at General Hospital. These regulations have been implemented for more than 20 years. Current socio-economic conditions are changing, the needs and requirements for quality of medical examination and treatment are increasingly high and the Law on Medical Examination and Treatment was promulgated in 2009, which requires The Ministry of Health issues a guiding Circular. Therefore, national technical regulations for hospitals need to be adjusted as an urgent requirement.

Sixth, develop and promulgate a set of hospital quality standards including standards for clinical and paraclinical departments, and competency standards of practitioners for each department and room, with priority given to building and completing the pilot. 5 Sets of practitioner competency standards for specialty groups before 2020. Then organize and deploy the development of Practitioner competency standards for other specialties.

In parallel with the development of a set of hospital quality standards, we will develop and promulgate diagnostic and treatment guidelines, technical procedures, patient care procedures, etc. Currently, more than 700 diagnostic and treatment guidelines and nearly 1,000 technical procedures in 28 specialties have been issued, while there is a need to issue about 1,000 diagnostic and treatment guidelines and more than 1,000 technical procedures. art. This is a set of professional documents, a handbook for practitioners and medical staff to apply professional practice, ensuring the quality of medical examination and treatment and safe patient care.

2.3. Strengthening and improving the organizational capacity of the apparatus and state management team of medical examination and treatment activities in public hospitals under the Ministry of Health of Vietnam in the new context

First of all, strengthen the organizational apparatus of the state management agency for quality management of medical examination and treatment at the Central level. Specifically, develop and promulgate a Decision stipulating the functions, tasks, and organizational structure of the Department of Medical Examination and Treatment Management and related Departments and Agencies. Accordingly, it clarifies the content of the state management task of managing the quality of medical examination and treatment of hospitals assigned to the Department of Medical Examination and Treatment Management, serving as a basis for consolidating the Department's quality management both organizationally. organization and human resources to carry out this task;

Second, develop and approve a set of textbooks and continuous training materials on quality management and patient safety; Organize training to improve the capacity of civil servants in charge of state management of medical examination and treatment quality at the Central level,

including civil servants from departments and agencies under the Ministry of Health. This team is lacking in quantity and mainly does many jobs. They have not been properly trained in quality management. They need to be supplemented and have plans to send them for short-term and long-term training in quality management.

Third, organize a review and evaluation of implementation to amend and supplement Circular No. 19/2013/TT-BYT dated July 12, 2013 of the Minister of Health guiding the implementation of epidemic quality management medical examination and treatment services at the hospital in accordance with the actual situation, the Party's guiding viewpoints and the "National Action Program on improving the capacity of quality management in medical examination and treatment from now on" by 2025" issued under Decision No. 4276/QD-BYT in 2015 of the Ministry of Health, to achieve the goal of building and perfecting the national medical examination and treatment quality management system to ensure and Improve the quality of medical services in medical examination and treatment facilities: Build and basically complete the legal framework, policies, and organizational system to strengthen the management of medical examination and treatment quality; Develop and promulgate quality standards, tools to evaluate and measure service quality of medical examination and treatment facilities; Promote the application of quality management methods and implement intervention programs to improve the capacity to manage the quality of medical examination and treatment; Raise awareness about enhancing quality management of medical examination and treatment, gradually building a culture of quality in medical examination and treatment facilities.

Accordingly, focus on consolidating the quality management system in the hospital such as consolidating and perfecting the hospital quality management Council chaired by the hospital director and the deputy director in charge of expertise as vice president. and other councils related to quality management; Strengthen the capacity of quality management department/team; additional staff specialized in quality management; Establish a quality management network appropriate to the size of the hospital. Special class hospitals and class I general hospitals establish quality management departments; Other hospitals, depending on the size, conditions and needs of each hospital, decide to establish a quality management department or team. The quality management department/team coordinates closely with departments and functional departments to carry out hospital quality management tasks. The hospital quality management network is established from the hospital level to the departments, rooms, and units in the hospital, with the quality management department/team as the focal point for coordinating activities.

Fourth, soon establish an independent Vietnamese quality certification/accreditation organization with the functions and tasks of evaluating and recognizing hospital quality. Currently, the state management agency at the central level, the Department of Medical Examination and Treatment Management, and the local Department of Health, organizing hospital quality assessment is not appropriate, it is necessary to transfer this work to an assessment organization. Independent pricing to ensure objectivity in quality assessment. This organization can be a unit established by the State, an association or an individual.

2.4. Strengthen dissemination, guidance, inspection and supervision of medical examination and treatment quality management of hospitals under the Ministry of Health

Firstly, increase dissemination and thoroughly raise awareness among state management civil servants, hospital leaders and medical staff about the need to manage the quality of medical examination and treatment and the perspectives, The Party's guidelines, State policies and laws, and professional regulations of the health sector have been issued, gradually building a culture of quality in medical examination and treatment facilities.

Second, popularize, guide and introduce new and advanced quality management models that developed countries around the world are applying such as PDCA, TQM, ISO, 6 Sigma, Lean models; Analyze the advantages of each model and select appropriate models for each type of hospital and each area of the hospital. For example, functional rooms, medical examination departments, clinical departments or the entire hospital are suitable for the PDCA or ISO model; Testing departments can apply Six Sigma or Lean models; Organize and deploy intervention programs to improve the capacity to manage the quality of medical examination and treatment of hospitals.

Third, develop and implement an annual plan to inspect and inspect medical examination and treatment quality management, including inspection of law enforcement by Departments of Health and health sectors on medical examination and treatment quality management. and self-assessment of the quality of hospitals and appraisal/review of self-assessment results of hospitals. Publicly announce inspection results and use inspection results to classify hospitals

2.5. Attract, encourage, and mobilize resources for state management of public hospitals under the Ministry of Health of Vietnam in the new context.

First of all, based on the needs of hospitals, the Ministry of Health synthesizes and develops a general plan for the entire sector, and develops cost estimates that prioritize important and urgent activities funded from the State Budget. State and other revenue sources originate from the State Budget.

Second, proactively take advantage of technical support and financial support from international organizations in the direction of building projects that request support from international organizations.

Third, promote socialization activities in hospital medical examination and treatment quality management. Call for the participation and support of organizations, individuals, and businesses in medical examination and treatment quality management activities.

Fourth, build a mechanism to participate in managing the quality of medical examination and treatment for patients, people and the community: research and promulgate regulations to coordinate activities between hospitals and patients and patients' families.

Fifth, organize quality awards to encourage emulation and reward for hospitals and outstanding individuals in quality management activities: Organize seminars and forums on hospital quality management. annual period to share information, introduce models and quality improvement initiatives of some hospitals. Voting and awarding annual hospital quality awards; Developing industry emulation and reward regulations, taking hospital quality assessment results as an important criterion to consider the annual emulation

assessment of hospitals.

2.6. Applying information technology in state management of public hospitals under the Ministry of Health of Vietnam in the new context.

Firstly, gradually perfect the legal basis for e-health development including specific activities: (1) Continue to implement Circular No. 54/2017/TT-BYT on the set of application criteria Using information technology at medical examination and treatment facilities. Accordingly, the set of criteria includes 08 groups of criteria on operating management software infrastructure, hospital information management software, image diagnosis software, laboratory information software, functional criteria, and criteria. Information security and safety, electronic medical record software and divided into 7 levels, of which medical examination and treatment facilities achieving level 6 or higher are called smart hospitals; and hospitals achieving level 7 are hospitals that may not use paper medical records. (2) Continue to promote the implementation of 3 electronic health programs including: Program 1- Building infrastructure, deploying electronic health statistics, gradually forming a medical data center nation; Program 2 - Directing the implementation of electronic health records, electronic medical records and management software for commune, ward and town health stations; Program 3 - Building and operating the online one-stop public service system of the Ministry of Health, implementing the national one-stop mechanism and the ASEAN one-stop mechanism to serve people and businesses, contributing to transparency in operations. action of state agencies. (3) Urgently promulgate information technology service price policies in medical service prices in accordance with market prices in the direction of giving autonomy and self-responsibility to hospitals.

Second, promote administrative reform in medical examination and treatment departments of public hospitals, deploy online medical examination and treatment, people and patients can register for medical examination and treatment online, contributing to reducing hospital overload. and create the most favorable conditions for people, patients do not have to wait.

Third, hospitals develop and implement plans to apply hospital information technology in accordance with the regulations of the Ministry of Health and the practical situation of the unit; Organize guidance, consulting, scientific research activities and enhance international cooperation on information technology....

Fourth, strengthen organizations and units that advise and deploy information technology applications at the Ministry of Health and hospitals, consolidate information technology departments of hospitals; Organize training activities for information technology professionals and civil servants and public employees in Departments under the Ministry of Health and public hospitals.

3. Conclusion

Based on the results of researching the theoretical and practical basis of state management for public hospitals under the Ministry of Health of Vietnam in the new context, the article has synthesized and analyzed the views, Vietnam's policy on medical work, especially medical examination and treatment, on that basis, proposes a number of groups of solutions to innovate state management for public hospitals

under the Ministry of Health. Vietnam in a new context.

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