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BUSINESS DECISION-MAKING IN HEALTHCARE INSTITUTIONS WITH RESPECT FOR THE DECISIONS OF THE MANAGEMENT BODY

Mustafa Avdagic[1]

Abstract: *Business decision-making in healthcare institutions with respect for the decisions of the governing body is one of the important factors that are necessary for business and overall decision-making in significant institutions for a country. Healthcare institutions rely on two groups of factors that can affect their overall operations. The first group of decision-making bodies is bodies such as the supervisory board, management boards and other bodies that are created by the formation of state bodies at their meetings by appointing responsible persons. The second group of authorities is the acting officials of health institutions, i.e. the directors of the same, who executively manage the work of public and private health institutions. Connecting them is of vital importance because their work fundamentally affects the work of health institutions, that is, at the state level, their work can be measured through the satisfaction of the population with the level of health care of residents.*

Keywords: *Management of health institutions, management bodies, satisfaction of the population with health care.*

1. INTRODUCTION

Business decision-making in health care institutions is one of the important factors, the application of which regulates the overall management in the health care system of an economy, that is, the same applies to business in other business sectors [1-10], which can be seen from numerous already published works. Business decision-making in health care institutions should take place with respect for the decisions of the governing bodies, as one of the important factors in improving the overall management in the work of health care institutions, but in a broader sense, it represents one of the important factors in the overall management in a country [10-16].

[1]Primariarius, Ph.D.Mustafa Avdagic, Specialist surgeon, Sub-specialist of abdominal surgery, JZU General Hospital Sanski Most, Bosnia and Herzegovina, E-mail: mustafaavdagic5@gmail.com

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The improvement of management itself is an important success factor that can be measured both in the economic evaluation and in the evaluation of satisfaction with the services provided by users [17-26]. Health care institutions rely in their operations on two groups of management bodies, such as the supervisory board, on the one hand, and the executive management body, that is, the directors of the same, who executively manage the work of public and private health care institutions [27-30].

2. THE FRAMEWORK OF ACTION OF HEALTHCARE INSTITUTIONS FROM THE POINT OF VIEW OF MAKING MANAGEMENT DECISIONS AND MANAGEMENT BODIES

The framework of action of healthcare institutions from the point of view of making management decisions and management bodies is visible by measuring the following possible activities and business results:

- User satisfaction with health care,
- Reducing treatment costs,
- By improving prevention,
- By reducing hospital treatment days,
- By reducing chronic diseases,
- By increasing the overall health status of the population,
- By increasing the overall health status of the population, especially young people, etc.

Essentially, such an approach has the following results:

- Reduction of expenses allocated for health care Improving overall health services,
- Raising the level of health care,
- Reducing the risk to the health of the entire population,
- Raising the quality of the overall life of a country,
- Creating conditions for raising,
- The birth rate lowering healthcare costs as a whole.

3. FLOW OF BUSINESS DECISION-MAKING BY MANAGEMENT BODIES IN HEALTHCARE INSTITUTIONS

The presentation of a possible scheme of business decision-making in the system of health institutions is given in the presentation of figure 1 by the author.

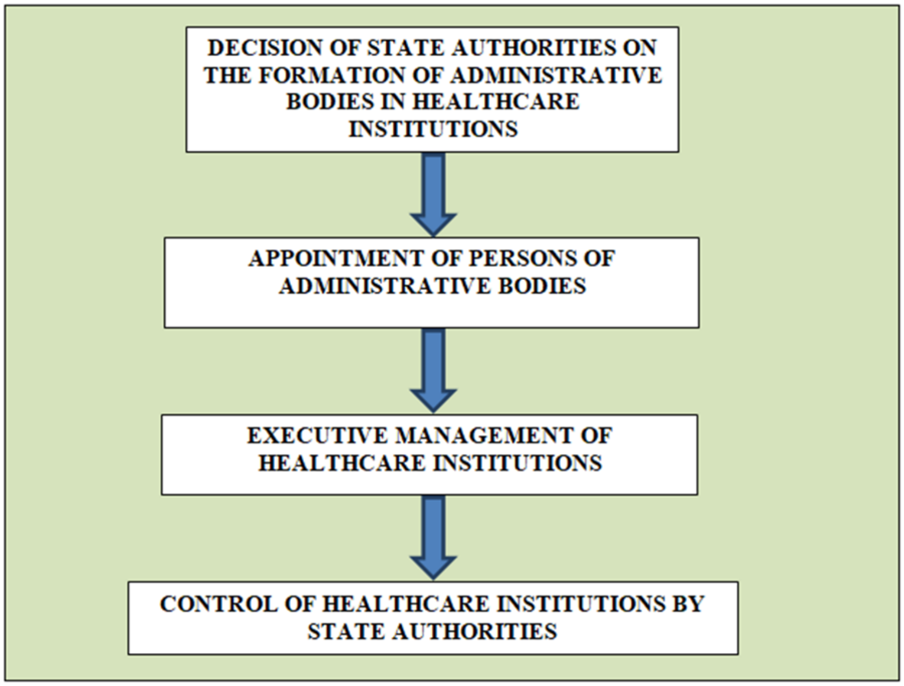

Fig 1. The flow of decision-making in the work of health institutions. Source: Author, 2024.

4. CONCLUSION

Business decision-making in healthcare institutions is one of the pillars of the real functioning of healthcare in a country. The author pointed out that such observation essentially takes place with respect for the decisions of the governing bodies, which represent one of the important factors necessary for business and overall decision-making in important institutions for a country. Health institutions function with the formation of management bodies, that is, with the formed bodies of the supervisory board, as well as with the executive body, that is, the director of the health institution.

Users of the services are more or less satisfied with their work, and the author has shown in figure 1 the importance of controlling their work, which is necessary to highlight for overall business decision-making in the work of health institutions.

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