

ELEMENTS OF THE COMMUNICATION PROCESS AND IT SYSTEMS IN THE FUNCTION OF IMPROVING THE MANAGEMENT OF HEALTH INSTITUTIONS AS PARTS OF THE HEALTH WORK SYSTEM

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Abstract: *Elements of the communication process are increasingly used in the business processes and management improvement of healthcare institutions in many countries. Such an approach should be viewed as a part of the work system in the health sector but from a development perspective. According to the World Health Organization, quality communication is one of the important factors for the possible improvement of business in the health sector of a country. In addition, in the system of defining such an approach, communication is one of the five skills that are important for a healthy and happy life. The communication process is thus manifested in many ways, and the authors of this paper have observed communication from the point of view of the overall improvement in the work of the health system of a country. IT system operation complements and enables the improvement of the operation of the communication influence on the relationship between the patient, healthcare, and healthcare authorities.*

Keywords: *Communication, IT system, Medicine, Patients, Treatment optimization skills.*

1. INTRODUCTION

Elements of the communication process within the framework of managerial decision-making are increasingly used in business processes and improving management in healthcare institutions [1-7].

Such an approach to the work and management of healthcare institutions should be viewed as part of the work and management system in the functioning of the overall healthcare system [8-13].

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Quality communication is one of the important factors for the possible improvement of business in the work and business of the entire healthcare sector of a country [14-20].

Business, but also any other communication is one of the five skills that are important for a healthy and happy life of a large number of residents who enjoy the benefits of the healthcare system in which they live. [21-25].

The communication process is viewed as a permanent category and such an observation is manifested in many ways, especially from the point of view of the overall improvement of the work of the healthcare system of a country [26-35].

All of this can also be viewed through the prism of the influence of the IT system operation complements and enables the improvement of the operation of the communication influence on the relationship between the patient, healthcare, and healthcare authorities [36-40].

2. CONDITIONS FOR IMPLEMENTING IMPROVING COMMUNICATION USING THE OBLIGATIONS OF INTERNAL CONTROL IN HEALTHCARE

Internal control should be viewed in the context of internal audit, which is established by the senior management of healthcare institutions in their work.

Based on the establishment of internal audit, the safety of work and operations in the entire healthcare system can be increased. Internal audit in healthcare should be aimed at achieving improvement and safety of overall operations. In this way, it is possible to improve overall operations.

In addition, the work of internal audit should contribute to the promotion of standards of the auditing profession.

Essentially, the introduction of internal audit can improve overall operations, which is of particular importance for companies operating in the field of green economy.

In its work, internal audit is dedicated to real operations, namely:

- independence in the work of internal auditors in relation to the entity in which the necessary audit work is performed,
- wide scope of internal audit work,
- ability of internal auditors to make the results obtained by the auditor such that they can become available to all interested parties and who essentially commissioned the internal audit of a certain area.

Internal auditors should take into account heterogeneous requirements in their work, such as:

- analysis of the effectiveness (efficiency) of the internal control system;
- the audit also deals with aspects of correctness, as well as the structure that ensures economy, efficiency and effectiveness (effectiveness);
- consideration of the legality/regularity of transactions;
- analytical approach to work, where the starting point should be a review of the characteristics of the audited entity, its responsibilities and the problems it faces, as well as the administration and organization of the audited entity;
- an active approach, through which audit work, where possible, is characterized by a constructive attitude that ensures change, which can be seen in maintaining constructive and adequate relationships with employees, but also in the timing and approach applied in reporting on audit findings.

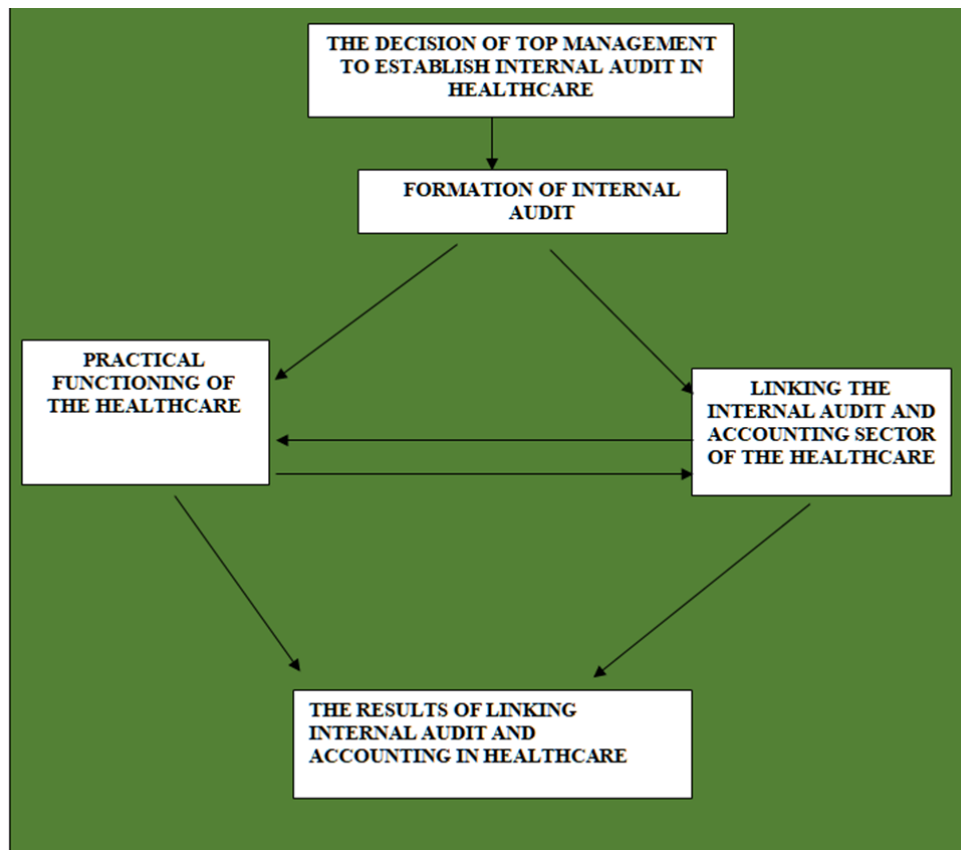


Fig.1. Presentation of the control system in healthcare

3. CREATING CONDITIONS FOR IMPROVING COMMUNICATIONS IN HEALTHCARE WORK

Conditions for implementing improvement of communication with the use of obligations of internal control in healthcare are increasingly being expressed in the work of numerous heterogeneous legal entities and individuals, i.e. users of healthcare institutions.

Such observations include formal communications, i.e. those that are always transmitted through pre-established channels (rules, standards, regulations) in a business organization, while informal communications are those that take place outside formal channels, usually as spontaneous, direct and private, and flow outside of "official forms" of business communications.

Common to the existence of such a communication system is the improvement of the overall better healthcare system of a country.

The action is manifested in:

- Communication between doctors and medical staff,
- Communication in nursing between nurse and patient,
- Verbal communication and
- Nonverbal communication.

4. CONCLUSION

Observation of communication in the work of the health system of a country should be observed through all elements of the communication process. Such communication activity within the framework of making valid management decisions is increasingly used in business processes and improving management in the work of health institutions of heterogeneous countries. Communications for the purpose of improving management are based on an approach to the work and management of health institutions where the entire process should be observed as part of the work and management system in the functioning of the overall health system of heterogeneous countries. Quality communication is one of the important factors for the possible improvement of business in the work and management of the entire health sector of a country, and the authors have presented a possible system of internal control and communication activities in the form of Figure 1 in this paper as an applicable model of action.

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