

IMPORTANCE OF ESTABLISHING COMMUNICATION AND IT SYSTEM SKILLS IN WORK OF HEALTHCARE INSTITUTIONS FROM POINT OF VIEW OF IMPROVING MANAGEMENT SYSTEM AS A WHOLE

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Abstract: *Communication in the work of the health system of a country, especially within the work of the medical system, is considered an important skill for many subjects. This especially refers to communication relationships, that is, communication skills of doctors, top management of health institutions, but also state bodies such as the Ministry of Health. Essentially, communication is reduced to the primary observation of communication on the path to successful diagnosis and treatment, as well as establishing an adequate relationship with the patient in order to optimize the treatment, as well as the costs of treatment. In a similar way, the process of communication should take place between the top management of health institutions with doctors, but also communication between the patient and the nurse and the patient, as well as between all actors of the medical team and patients in order to optimize the provision of realistic and economically acceptable treatment costs. IT system operation can contribute to the improvement of the level of communication at all levels within the healthcare operation of a country.*

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

1. INTRODUCTION

Good communication skills are the basis for making valid management decisions in the work of a country's health system [1-7].

Elements of communication can be observed through the formation of patience and sensitivity observed through the functioning of the presented problems of the patient-doctor in the work of the health system [8-13].

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The communication established in this way takes place in the continuous work of the health system and is necessary for creating mutual trust between numerous legal and natural persons [14-20]. It is important that in communication between the patient and health institutions we never impose our own views, but they must be harmonized and adopted with the condition of passing key medical forms of treatment, recovery, etc. [21-25].

Even when we are deeply convinced that whatever we do we do it Communication in healthcare requires the application of acquired professional knowledge, competencies acquired by doctors, top management, but also the application of numerous technical skills, including the need for continuous active learning and practice of communication skills by all participants in the work of the healthcare system [26-35].

The IT system as a measure of communication support in health care comes to the fore in all areas of activity on the line of communication between the patient, doctor, medical staff, health and state authorities connected to the state pension system and other tertiary improvements [36-40].

2. VIEW OF MOVEMENTS IN THE PROCESS OF MAKING OVERALL BUSINESS DECISIONS IN THE WORK OF THE HEALTH SYSTEM, OBSERVED THROUGH THE PRISM OF OVERALL COMMUNICATION

Making valid management decisions by heterogeneous entities in healthcare is observed within the framework of the basic influences on communication events that affect the work of the health system, and the authors present it in Figure 1.

3. DIGITAL TRANSFORMATION IN THE WORK OF HEALTHCARE INSTITUTIONS AS THE BASIS FOR BETTER COMMUNICATION

Digital transformation is viewed in the trending range of influence, and the author presented it in Figure 2.

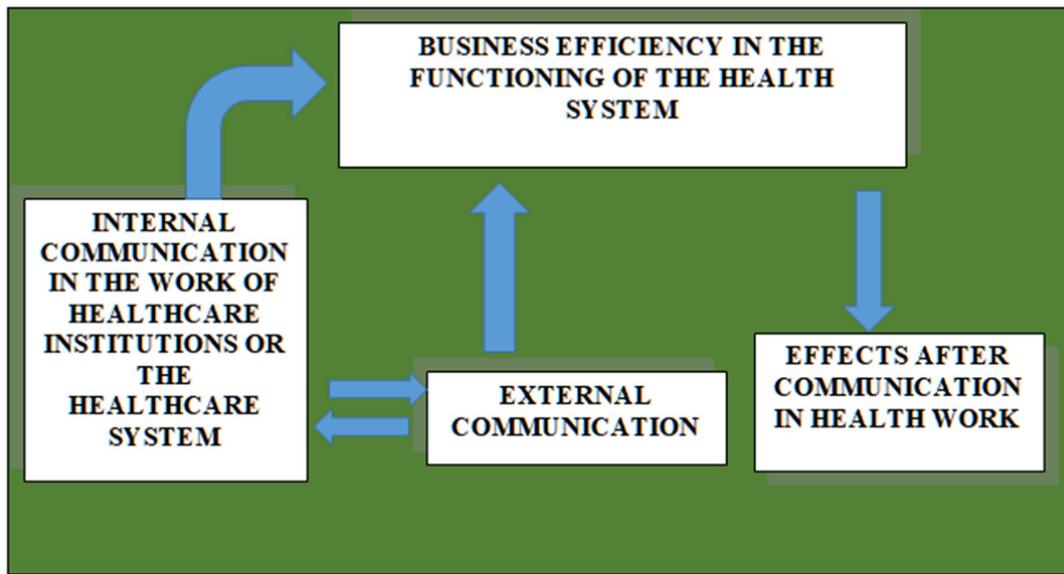


Fig.1. Presentation of effects after communication in health work

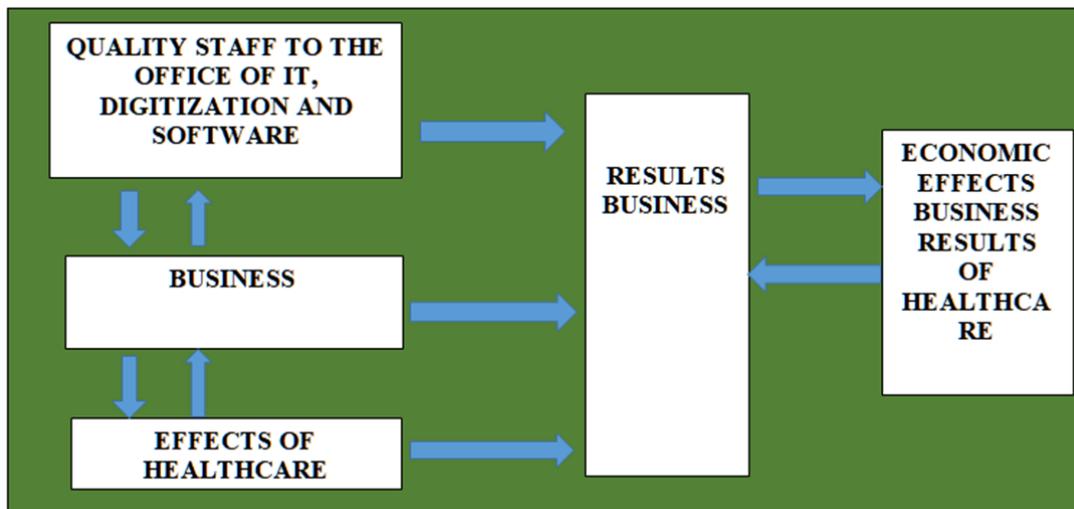


Fig.2. Presentation of trends within the digitalization process in healthcare

4. CONCLUSION

Communication in the work of the health system of a country, especially within the work of the medical system, is increasingly being expressed and is considered an important skill for many people who participate in the health system and the work of health care entities. The authors particularly thought and emphasized the importance of the functioning of health care in communication relationships, that is, communication skills between doctors, top management of health care institutions, but also state bodies such as the Ministry of Health.

They thereby pointed out the importance of connecting various entities in a communication sense and connecting in order to optimize the work of health care. This essentially puts the work and business of health care in focus in relation to the focus of communication, because it is reduced to the primary observation of communication on the path to successful diagnosis and treatment, as well as establishing an adequate relationship with the patient in order to optimize the treatment, as well as the costs of treatment.

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