



## The Role of Medical Services in the Country's Economy

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**Abstract:** in this article, in order to create more favorable conditions for the population to use quality medical services, to take the necessary measures to organize primary medical services in neighborhoods. Using modern information technologies, a special approach and proposals were made to expand the possibilities of providing remote medical services to the population, unify all medical associations in the country, and improve the quality of medical services.

**Key words:** online appointment in medical clinics, emergency medical care, service tool, quality of medical service, convenience of remote medical services, medical insurance.

### Introduction

In the framework of the Action Strategy of the President of the Republic of Uzbekistan Shavkat Miromonovich Mirziyoyev on the five priority directions of development in 2017-2021, during the past period, about 300 laws, more than 4 thousand O' Decisions of the President of the Republic of Uzbekistan were adopted.

As part of the tasks set in the development strategy to ensure the health of the population, in 2022, the primary medical service in the regions will be established on the basis of the "one step" principle, 105 family doctor points and 31 family polyclinics will be established and the strategy of actions will be implemented in 61- in order to increase the share of the private sector in medical services to 25% and to further develop and support the implementation of projects for the creation of remote medical services.<sup>1</sup>

In the Republic of Uzbekistan and abroad, science is actively discussing digital transformations in the field of health care and increasing the efficiency of the organization of medical services in the context of the emergence of unprecedented new pandemic threats. One of the priorities of the state policy is to maintain and strengthen the health of the population based on the formation of a healthy lifestyle, the availability and quality of medical care; Ensuring effective state regulation and guaranteeing modern free medical care for all residents; a lot of work is being done to direct health care to comprehensive diagnosis, prevention and treatment in the early stages of the disease.

Improving the efficiency of the organization of medical services should be based on the concept of a healthy lifestyle, the concept of ensuring the convenience and quality of medical care. In this article, taking into account the goals and objectives of the research, we will consider the factors influencing the activity of medical services and their characteristics, as well as conceptual approaches to improving the quality of the organization of medical services.

### Literature review

The problem of the quality of medical services was studied by the World Health Organization

<sup>1</sup> Decree of the President of the Republic of Uzbekistan No. PF-60 dated 28.01.2022

(WHO) and the following scientists: L.A. Belovoy, G.F. Valeevoy, M.V. Vertiy, O.V. Vlasovoy, O.A. Googe, M. ... A. V. Emanuel, M. Q. Pardayev, A. P. Khazratov, Z. S. Artikov, M. M. Mukhammedov, B. Abdukarimov, N. U. Normurodov, R. O'. Dosnazarovich.

One of the important directions of ensuring the quality of medical services is to increase the level of use of outpatient, polyclinic and inpatient medical care, to modernize the material and technical base of health care institutions, and to solve the problem of the lack of qualified medical personnel.

### Materials and Methods

Conclusions and proposals were formed as a result of the analysis of indicators of effective development of remote medical services through economic-mathematical methods during the implementation of the research. In addition, the method of analysis and synthesis was effectively used in the implementation of scientific research.

### Results and Discussion

Currently, there are different types of services in our country, including medical, trade, transportation, education, financial communication and information, healthcare, living and dining, rental, home appliance repair services, etc. possible Such a service system is constantly being improved and modernized. As a result, the share of the service sector in our country is increasing.

1. The criterion of openness and accessibility of information about the medical institution is how easy it is to find the official website of the medical institution, how reliable and up to that it is accurately reflected, and whether this information is true. The criterion under consideration also includes the availability of a questionnaire on the website, with the help of which patients can leave comments and opinions about the quality of medical services provided to them.
2. Favorable conditions for providing services and ease of obtaining them are characterized by comfortable waiting areas, absence of queues, and availability of sanitary facilities. Availability of places with drinking water coolers and information booklets will be an important competitive advantage for a medical facility. In addition, the considered criteria include online admission on the official website of the medical organization, mobile application and website of public services, online consultation from a specialist, etc.
3. The criterion of waiting time for service is characterized by the optimally selected time, during which time the doctor has time to see the patient, to write all the necessary prescriptions without delaying the appointment time of another patient and without creating queues.
4. One of the main criteria is the benevolence, politeness and competence of the organization's employees. The patient's overall assessment of the quality of services provided to him depends on how friendly and competent the staff of the medical institution is, from the receptionist to the doctor, and how much each of them uses an individual approach to the patient.
5. The criterion of satisfaction with the quality of service usually describes how satisfied the patient is with the quality of service. The higher the indicators within this criterion, the higher the overall level of quality of medical care in a particular medical institution <sup>2</sup>[2].

In addition to the criteria for evaluating the quality of provided medical services, indicators describing these services are used. These indicators include timely delivery of medical services; indicator reflecting the qualification of medical personnel; performance indicator; indicator of deontology, etc. [3].<sup>3</sup>

The work of polyclinics is considered the most important link of the medical service system, because the first visit to the patient is carried out by the appointment of his regional doctor, and only after that, according to the direction of the specialist; if necessary, the patient is sent to the hospital or

<sup>2</sup> Indicators for assessing the quality of services of medical organizations. - Text: electronic Head of an autonomous institution. <https://www.klerk.ru/buh/articles/417038>

<sup>3</sup> Butova, T. G. Quality of medical care: methodological problems of practical assessment T. G. Butova, E.P. Dinilina, Yu.S. Beloborodova, A.A. Beloborodov Modern problems of science and education. - 2015. - No. <http://www.science.education.ru/ru/article/view?id=22401>

outpatient treatment. Therefore, a lot depends on the accurate, coordinated and efficient functioning of this link in the health care system, since the primary diagnosis is made in this link.

The elements of technical quality in the clinic include:

- recovery;
- elimination of annoying symptoms;
- improving well-being;
- Other objective or subjective (perceived by the patient) treatment results.

Functional quality elements in the clinic include:

- waiting time in line before the meeting;
- duration of doctor's appointment;
- appearance of medical personnel;
- waiting time at the reception;
- courtesy of medical staff;
- quality of documents;
- problems with the absence or finding of an outpatient card;
- computer literacy of employees.

As part of the research described earlier in this article, it can be concluded that not all clinics have modern software. It should be noted that even with the availability of modern software, many medical workers do not have computer skills and cannot fully use modern software. Summarizing the research, we need to consider the advantages and disadvantages of the clinics in detail (Table 1).

**Table 1 Advantages and disadvantages of polyclinics**

Advantages	Disadvantages
Free medical care under the compulsory medical insurance policy Book an appointment with doctors by or through Call Kenter registration book Get emergency help Get a referral for high-tech support Availability of free day hospital Possibility of medical examination Make an appointment with a doctor at any time convenient for the patient, including weekends	Access to information, presence of long queues for low-level technologies, "narrow" specialists, non-availability of high-tech services, limited access to a doctor on the day of admission, low efficiency of organization of document circulation, lack of connection to a unified document circulation system of healthcare institutions.

Based on the characteristics presented in Table 1, we highlight the following directions for improving the organization of medical services based on clinics:

- expanding the range of medical services provided using information-analytical systems.
- connection to the unified document circulation system;

- development of relevant specialties by local doctors (general practitioners);
- providing patients with referrals to "narrow" specialists in other healthcare institutions;
- creating an electronic queue in the registry;
- Obtaining necessary medical services through MFK.

Thus, increasing the effectiveness of the organization of medical services in the conditions of changing the health care sector should be based on conceptual approaches to ensuring the availability and quality of medical services for the population while increasing the life expectancy of all citizens.

### **Conclusion**

In this article, the following conclusions and recommendations were developed based on theoretical and practical research in the field of improving the mechanism of state regulation of the medical field through the development of remote medical services:

The analysis of the state of development of the field of medical services abroad and in our country showed the special importance of implementing preventive measures to prevent the increase in the number of diseases in the state regulatory system. An increase in the number of diseases among the population in our country, along with a decrease in the average life expectancy, leads to a decrease in the period of working capacity of people from among the economically active population.

The scientific-methodical approach to the assessment of the state of the medical services sector is based on the comparison of economic, social and medical indicators, which allows to identify reserves for reducing the amount of economic losses due to human diseases. This serves to develop ways to improve the effectiveness of the measures taken to regulate the medical service sector.

The most important condition for the effective functioning of the medical service sector is the availability of effective means of regulating the ongoing processes, the interest of the population and medical organizations, as well as insurance companies and the state in improving mutual relations. The advantages of implementing public-private partnership projects in the health sector are highlighted and justified:

In the field of medical services, it is necessary to form in our country in the directions of development and promotion of projects for the implementation of the proposed system of specialized remote medical services on the basis of public-private partnership to increase the mutual cooperation of the participants of the health care development processes.

Studying the importance of preventive measures in maintaining and strengthening the health of the population, increasing the effectiveness of the development of the medical service sector, led to the development of a mechanism for state regulation of the medical services sector. The mechanism based on the hierarchical principle of subordinating the levels of management with the priority of functional purpose includes ways to improve the activity of medical organizations, improve clinical examinations and preventive medical examinations in determining the economic efficiency of state regulatory measures.

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