

ABSTRACTS

УДК 338.46:61

S. Dubinsky

PROBLEMS OF QUALITY ASSURANCE SERVICES IN MEDICAL BRANCH OF UKRAINE

It should be noted that the Ukrainian healthcare industry has been unfortunately undergoing quite negative changes over the years of Ukraine's independence. The closures of health institutions, the decrease in the level of material resources and the lack of experienced physicians, especially in rural areas, have resulted in the total quality loss of medical services.

One of the mechanisms of improvement in the quality of health care is material incentives for the personnel. Such incentives should be proportional to the workload of the personnel, and above all, to the quality of the medical services they provide.

The 1990s witnessed quite difficult relations between state and private health institutions. At the first stage the quality assurance of the medical services at private institutions gave rise to particular concern. The poor treatment in the state healthcare sector was very often determined by purely human factors, in particular, the complete unwillingness of the leadership of the state healthcare sector to compete with the active and mobile private healthcare institutions.

Quality control as a regulatory instrument at healthcare institutions is to be implemented via consecutive performance of the following actions:

- determining the criteria (standards) of quality;
- assessment of the compliance of the object under control with the adopted requirements and criteria;
- the system of actions to be taken in case of noncompliance with the adopted criteria;
- planning of improvement of the requirements for the standards;

The effective improvement of the quality and security of health care in Ukraine requires the development and consecutive employment of a state strategy for improvement of the quality of medical services.