CONCEPTUAL FRAMEWORK FOR STANDARTIZATION OF MEDICAL CARE: PURPOSE AND PRINCIPLES

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Most countries, members of the WHO, solve the problems of rational use of resources, efficiency of the health care system and regulation of its cost through generally accepted standards.

As the standard is improved, the new standard becomes the baseline for further improvements, and so on. Improving standardized work is a never-ending process. It reduces the variations of the process and improves the quality of products and processes. In this contribution is described 5S method, which is used in organizations to eliminate, respectively elimination of waste in the workplace through five steps. 5S method to include in the standardization of processes and lean workplace [1]. Standardization is the process of establishing and applying standards in various areas of production and provision of services, and a system for monitoring their compliance. The International Organisation of Standardisation (ISO) refer to standards as a 'formula' that describes 'the best way of doing something. [2]. The Oxford English dictionary defines standards as a 'level of quality' or 'level of behaviour' or a 'unit of measurement [3].

In Ukraine, the process of standardization in the health care system began more than 20 years ago with the introduction of the principles of the economic mechanism. In 1998, the Ministry of Health of Ukraine adopted orders legitimizing the introduction of industry standards into health care practice:

• "Temporary industry unified standards of medical technologies of the diagnostic and treatment process of inpatient care for the adult population in medical and preventive institutions of Ukraine"

• "Temporary standards of the volume of diagnostic examinations, treatment measures and criteria for the quality of treatment of children".

The purpose of health care standardization is to improve the quality of preventive and therapeutic and diagnostic measures, solve the problems of preserving and improving the health of the population.

Standardization of care seeks to improve patient outcomes and healthcare delivery by reducing unwanted variations in care as well as promoting the efficient and effective use of healthcare resources. There are many types of standardization, with clinical practice guidelines (CPGs), based on a stringent assessment of evidence and expert consensus, being the hallmark of high-quality care [4]. .

Principles that the standardization process must comply with: uniformity, significance, relevance, comprehensiveness, control, informed consent, etc.

The implementation of health care standardization should contribute to:

• Efficiency and economy of use of labor and material resources of the health care system.

• Protection of patients' interests based on ensuring a real level of social guarantees of accessibility of medical care to the population.

• Structural proportionality of health care system services.

• Rational distribution of financial flows in the industry.

A standard is a regulatory and technical document that establishes a set of norms, requirements, rules, requirements for the object of standardization and is approved by the competent authority.

The procedure for developing modern medical standards consists of the following procedures:

1. Determination of the group of diseases for which standards are being developed.
2. Study of the existing technical and technological base of medical institutions and their relevant departments.
3. Study of scientific literature on the problem.
4. Development of diagnostic and treatment algorithms based on evidence-based medicine.
5. Evaluation of the effectiveness of various interventions based on a comparison of results and costs, typical material and technical equipment of medical and preventive institutions.
6. Development of clinical protocols, instructions and explanations for them.
7. Preparation of a clinical manual (guide)

International standards - are adopted by international organizations (for example, the World Health Organization) and are applied at the international level.

National standards - models of diagnostic and treatment care, which are established and applied at the state level.

According to Article 11 of the Law of Ukraine “On State Social Standards and State Social Guarantees”, state social standards in the field of healthcare include:

• list and volume of guaranteed level of medical care to citizens in state and municipal healthcare institutions;

• standards for the provision of medical care, which include the volume of diagnostic, treatment and preventive procedures;

• indicators of the quality of medical care;

• standards for preferential provision of certain categories of the population with medicines and other special means;

• standards for the provision of inpatient medical care;

• standards for the provision of medicines in state and municipal healthcare institutions;

• standards for sanatorium and resort provision;

• standards for the provision of food in state and municipal healthcare institutions.

That is, the above-mentioned Law of Ukraine provides for the formation of a "basic package of medical services", which should be provided free of charge. Such a package does not relate to an individual person, but to the population in general and is the result of the rationing of the types and volume of medical services provided in conditions of limited resource provision. It obliges state or state-authorized bodies to provide or finance certain services and ensure the right to receive free medical services.

In Ukraine, the development of state social standards in the field of health care is carried out by the following working groups:

• on the development of the list and volume of the guaranteed level of medical care for citizens in state and municipal health care institutions;

• on the development of standards for the provision of medical care, which include the volume of diagnostic, therapeutic and preventive procedures, indicators of the quality of medical care and standards for providing a certain territory with a network of health care institutions in outpatient and inpatient conditions;

• on the development of standards for the preferential provision of certain categories of the population with medicines and other special means;

• on the development of standards for providing the population with inpatient medical care;

• on the development of standards for the provision of medicines to state and municipal healthcare institutions;

• on the development of standards for the provision of food in state and municipal healthcare institutions.

The composition of the working groups is approved by a joint order of the Ministry of Health of Ukraine and the Academy of Medical Sciences of Ukraine.

Requirements for National Standards:

- Must meet the conditions of financing.
- Must be realistic for implementation.
- Must have an organizational purpose.
- Must ensure the consistency of the technology of providing medical care.

Regional standards - a model of medical care, the application of which is limited to the region. Regional standards of state guarantees of providing the population with free medical care should include:

• a list of diseases;

• types of medical care;

• volumes of medical care;

• conditions for the provision and financing of medical care.

Regional standards are built on the following principles:

- the needs of the population in free medical care are determined by the characteristics of the demographic composition, levels and structure of morbidity in the region;

- ensuring compliance of guaranteed volumes of medical care with state regulations and standards;
- compliance of the capacity of the regional network of health care institutions with the needs of the population in medical care;
- scientific justification of material and financial costs for the corresponding unit of medical care;
- increasing the efficiency of using the health care resource base through comprehensive regional planning and the implementation of resource-saving medical technologies.

Local standards - models and requirements for the provision of medical care that are used in one or several medical and preventive institutions, within the health care management of a city or district.

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