



Human Resources Management in the Regional Center for the Prevention and Control of AIDS in the Turkistan region

Zhuzzhasarov Bakytzhan Zamankhanovich*

Doctoral Student of the DBA program in Healthcare at Al - Farabi Kazakh National University, Almaty, Kazakhstan

***Corresponding Author:** Zhuzzhasarov Bakytzhan Zamankhanovich, Doctoral Student of the DBA program in Healthcare at Al - Farabi Kazakh National University, Almaty, Kazakhstan.

Received: October 06, 2023

Published: November 27, 2023

© All rights are reserved by **Zhuzzhasarov Bakytzhan Zamankhanovich.**

Abstract

The article explains what is needed for implementation and how to manage human resources in an enterprise, that is, goals, objectives and principles are needed. Thus, the goal is to draw up a plan, staffing, reasonable distribution and ensuring high efficiency of the personnel potential of the enterprise, executed by highly motivated specialists who are able to respond to current and new threats and challenges to the health of the population of the region and provide economically successful, scientifically sound and high-quality medical services available to the population of the Turkistan region. Tasks: improvement of approaches to the analysis, prediction and monitoring of human resources; improvement and development of personnel qualifications; ensuring quality training and continuing professional education of employees of the enterprise; updating human resources management mechanisms; increasing the authority, prestigious status of AIDS center medical workers. Principles: joint responsibility of the enterprise and medical workers for timely and high-quality medical care; regulation of human resources in order to meet real needs; control and support in the implementation of training and training of human resources in the enterprise; expedient and successful realization of the potential of human resources; strengthening the status of administrative human resources; training of human resources taking into account current and future needs; continuous improvement of human resources training programs; certification for the assessment of knowledge, competencies, professional training; social appreciation and safety of medical workers; continuous professional development (lifelong learning).

Keywords: Personnel Resource; Personnel Policy; Personnel Qualification; Management System Analysis

Introduction

The management of human resources in the Turkistan Regional Center for the Prevention and Control of AIDS is formed by the founder and the authorized agency. The design of the training of medical personnel in the enterprise is carried out by the personnel inspector. Analysis of the management system. Indeed, the results of the analysis of the internal environment according to the main indicators of the Regional Center for the Prevention and Control of AIDS showed that any organization, in order to exist and move towards the set goals, must know and analyze its environment, since without knowing the environment, the organization does not sail in the environment, like a boat without a rudder, oars or sails. Therefore, the analysis of the environment is the initial process of the management system, provides a basis for determining the mission

and goals of the enterprise and involves the study and evaluation of its three components: the macroenvironment, the immediate environment and the internal environment of the organization [1].

According to the results of the analysis of the internal environment, it was revealed that the "Regional Center for the Prevention and Control of AIDS" was established on the basis of the decree of the Turkistan region №. 343 dated December 25, 2018 and the order of the Health Department of the Turkestan region No. 994 dated December 12, 2018. The staff indicator of the "Regional Center for the Prevention and Control of AIDS" is 160.1 units.

In 2022, the staffing table of the institution was approved as follows: 1. Administrative and economic Department; 2. Orga-

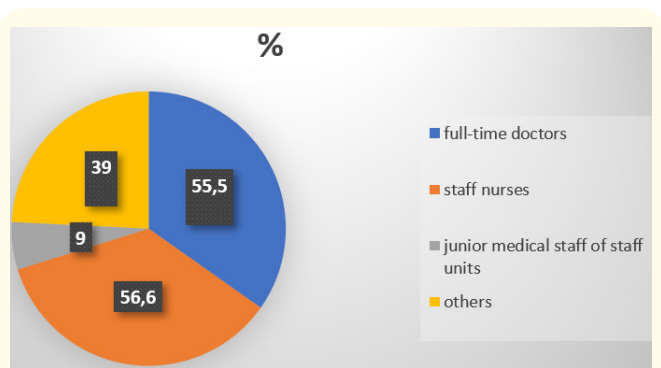


Figure 1: Distribution by staff units, abs.

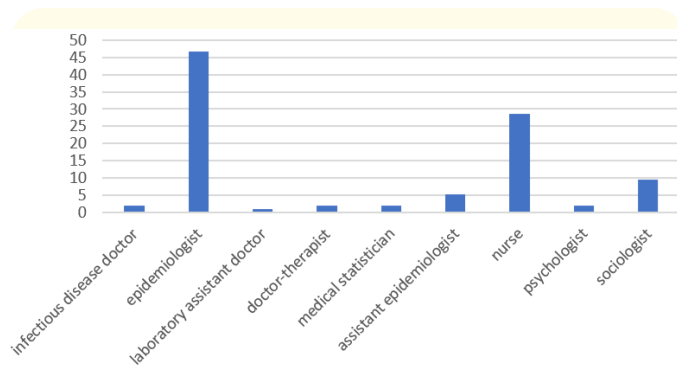


Figure 2: Distribution of medical personnel by online training, %.

nizational and methodological department; 3. Epidemiological Department; 4. Department of Preventive Work; 5. Department of therapeutic and preventive work and medical examination; 6. Diagnostic laboratory; 7. Department of Enzyme Immunoassay; 8. Department of Immunology; 9. Department of Polymerase chain Reaction; 10. Department of Informatics and Computer Surveillance of HIV Infection; 11. Zhetysai City Branch [2].

Thus, when analyzing by qualification categories, it was revealed that the majority of 39.5 (71.2%) doctors do not have qualification categories, thus, the highest category in 3 (5.4%), the first category in 4 (7.2%) and the second category in 9 (16.2%). When analyzing the qualification category of secondary medical personnel, it was revealed that 30.6 (54.1) of secondary personnel did not have a qualification category. Thus, 6 (10.6%) had the highest category and 20 (35.3%) had the first category. Professional development and exchange of experience with specialists in this industry is of great importance in the development of a medical organization. Thus, according to the analysis, it was revealed that medical staff annually exchange experience in regional AIDS centers. Thus, during the study period, 44 employees underwent offline training. Of these, Almaty has 14 (31.8%), Karaganda 2 (4.5%) and Shymkent 28 (63.6%) [2].

Online training was also organized, as shown on the slide, most of the medical staff participated in this training (Figure 2).

The medical staff also exchanged experience in regional AIDS centers. In Almaty: head.laboratory 1, infectious disease specialist 1, epidemiologist 4, laboratory assistant 1, senior nurse 1, as-

sistant epidemiologist 2, SMP 3, laboratory assistant 1 (total 14); in Karaganda: epidemiologist 2; in Shymkent: deputy chief physician 1, chief accountant 1, economist 1, head of the organizational department 1, head of the Prof. department 1, head of the epid. department 1, head.laboratory 1, pediatrician 1, physiologist 1, gynecologist 1, epidemiologist 20, laboratory assistant 2, epidemiologist 1, SMP 2, special laboratories 1, laboratory assistant 2 (total 28) [2].

In the management system, of course, a special role is assigned to the head. A professionally trained doctor with special training in organization and management should be at the head of a modern enterprise. In fact, one of the decisive conditions for the rational organization of a manager’s work is the establishment of his duties and rights (competence). In the distribution of responsibilities and rights there is a direct relationship between the head and his deputies. The basis for determining the competence of the rights and duties of the head and his deputies should be based on: the charter of the enterprise, the regulations on the head and deputies. On the basis of these documents, the head issues an order on the distribution of rights and responsibilities between senior employees, taking into account the tasks performed, the scope and specifics of the work, which is recorded in the relevant job descriptions. On the other hand, deputy managers and heads of structural divisions should clearly know their rights and obligations, the superior manager, as well as employees directly subordinate to them. Heads of departments are of particular importance in the management system of the enterprise. They are the main intermediate link in management. Thus, they regulate and adjust all measures, organize the timeliness, completeness and adequacy of the examination, ad-

visory assistance, diagnosis and treatment of patients. The head of the department is called upon to provide primary, stage-by-stage (as a rule, once a week or a decade) and final examinations of patients, daily examination of seriously ill. The main task of the head of the department in daily activities is to achieve effective control over the quality of the medical and diagnostic process. In fact, doctors and average medical workers perform executive-level duties. Despite the fact that the doctor does not perform managerial functions, he is the main producer of costs. The doctor prescribes treatment in daily practice, thereby the movement of financial flows and patients depends on him. On the other hand, underestimation and loss of this level from the enterprise management system dooms many management decisions to failure and is one of the reasons for the costly mechanism of the treatment and diagnostic process [3].

Thus, the application of uniform principles of organization management in the medical management system allows effective management at all levels of management. These are: unity of authority and responsibility, unity of leadership, centralization: order, vertical hierarchical relationships, management, stability, initiative; discipline, justice, corporate spirit; creation of the mission of the organization: every person deserves respect, every patient has the right to quality medical care. The creation of management structures necessary for managers responsible for the overall management of resources and decision-making at different levels to properly implement the powers granted to them and effectively interact with each other to meet the expectations of the population. Management structures should ensure accountability to management and users, as well as provide opportunities for the participation of representatives of all stakeholders, especially patients and key population groups [4].

The management of a medical institution represents such processes as the management of healthcare programs, medical and diagnostic technologies, personnel, material resources, finances and much more. The nature of management largely depends on the organization of the treatment and diagnostic process in each particular institution, but the principles, methods and technologies of management remain the same, and they should be rationally applied in a generalized plan [5,6].

Conclusions

The analysis of the management system of intrastate and foreign medical organizations was carried out. Studies from PubMed, Cochrane Library and other databases were analyzed. Of course, one of the strategic directions is the development of human resources. The analysis of the internal environment showed that the full-time staff is 160 units. All employees of the center undergo an experience exchange program at the National level. We are also actively working on the exchange of experience in the online format, so the entire staff annually improves their qualifications. The annual increase in patients registered at the dispensary with a diagnosis of HIV infection is 3 – 5%. Which leads to an increase in the burden on doctors and average medical workers. The AIDS Center has permanent courses for the training of medical workers on the problem of HIV/AIDS. The service faces the task of ensuring the sustainability of human resources. Thus, internal factors have been identified: the workload of medical personnel, the outflow of medical personnel, the lack of effective motivation of medical personnel. Thus, the continuous professional development of the company's medical workers is aimed at improving professional knowledge and skills, mastering additional powers that take into account the needs of employees in order to improve the safety of medical care. The results of continuous professional development of medical workers are confirmed on the basis of accounting data that are entered into the resource management system. Verification of the continuous professional development of a medical worker of the enterprise is carried out taking into account the requirements for the level of qualification established by regulatory legal acts.

Bibliography

1. Order of the Ministry of Health of the Republic of Kazakhstan dated December 2022 "On approval of the National Policy of Human Resources Management in the field of healthcare". Astana (2020).
2. Report on the work done by the State Committee of the Regional Center for the Prevention and Control of AIDS in Turkistan region for 2022 (2023): 1-4.
3. Pavlovskaya OG. "Organization of quality control of medical care in the territory of the Orenburg region". *Problems of social hygiene, healthcare and history of Medicine* 6 (2011): 31-33.

4. Kupriyanova VI. "Evaluation of the effectiveness of the activities of insurance representatives to protect the rights of the insured. Problems of urban health care: A collection of scientific papers". St. Petersburg 17 (2012): 270-272.
5. Zhirnova VM. "Features of the legal assessment of the conclusion of the forensic medical examination of the quality of medical care in cases of iatrogenic crimes". *Medicine and Law- St. Petersburg* (2011): 57-65.
6. Kucherenko VZ and Eckert NV. "Organizational and managerial problems of risks in healthcare and safety of medical practice". *Bulletin of the Russian Academy of Medical Sciences* 3 (2012): 4-9.