

SOCIAL SCIENCE
(specialty 22.00.08)

Tkhorikov B.A. System of mass service in outpatient and hospital establishments

Growth of disease of the population on the basic classes of illnesses, out-of-date approaches to rationing of work of the medical personnel, not considering influence of casual variables on volume of work of doctors-experts of outpatient reception hours and as optimization of number of establishments of a primary link, promote increase in quantity of out-patient-polyclinic visitings and decrease in availability of medical aid. In this connection, the estimation of efficiency of the organization of rendering of medical aid in out-patient-polyclinic establishment from a position of the theory of mass service is of interest. In article results of a theoretical substantiation and the mathematical calculations confirming possibilities of use of operations of mass service as the tool of social management by modern establishment of public health services are stated, the conceptual device, algorithm of application of settlement techniques of the theory of mass service in practical activities of medical institutions are resulted adapted for specificity of branch.

Key words: system of mass service, out-patient-polyclinic medical aid, the patient, forecasting.

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February, 24, 2011
