

Summary

The quality of medical services is a problem that has already been addressed in European countries as early as the 1980s, while in Poland this issue was noticed more widely in the nineties, during the socioeconomic transformation.

Observations show that the changes taking place in the healthcare system in Poland are more and more consistently aimed at ensuring the effectiveness of health services provided, and emphasize their economization. Market economy conditions force healthcare facilities to guarantee high quality health services, which is the basis for the functioning of the healthcare system.

By marketing the healthcare system, professional service providers have awakened to consumer challenges, competition and the realities of marketing. Along with these changes, a problem arose - the quality of services and the evaluation of these services in contact with the patient. In her work, the author explores the concept of the quality of professional services and its evaluation, mainly from the perspective of the supplier, but the recipient is also indicated.

Medical entities, as providers of medical services, are responsible to the society for the funds they spend on healthcare. In this respect, they perceive quality in terms of ensuring the safety of the society and preventing inappropriate and / or suboptimal care. At the same time, they try to meet the requirements of both recipients and care providers at acceptable costs.

Quality concerns structure, processes and results. The structure represents objects and human resources, while processes represent different clinical, supporting and administrative interactions between suppliers and recipients. The results reflect changes in health, for example, alleviating symptoms or curing the disease. All quality efforts must focus on results.

The main objective of this work is to learn about the impact of quality management systems in the medical entities of the LubelskieVoivodeship on the final quality of public health services and the effectiveness of acquiring funds from the National Health Fund.

Based on the literature research, preliminary analysis of the conducted research and professional experience, a general thesis has been put forward: the implementation of quality management systems in hospitals located in LubelskieVoivodeship has an inconsiderable impact on the quality of medical services provided, however, hospitals that operate based on these systems operate much better.

The author of the dissertation formulated seven research hypotheses referring to the studied issues.

The scope of the research results directly from the formulated main objective and the hypotheses set. As the subject matter, the activity of public hospitals in the scope of the assessment of the impact of implemented quality management systems on the quality of hospital public services was adopted. The objective scope of the author's own research covered medicinal entities for which the self-governing entity is the Lubelskie Voivodeship Self-Government.

This dissertation consists of an introduction, four chapters and an ending. The first three chapters of this work have a theoretical character, the fourth chapter is a practical part thereof. The theoretical part presents a review of literature in economics, philosophy, sociology, management, public management and health sciences. The research part is an empirical verification of the subject discussed in previous chapters.

The first chapter, which is an introductory one, discusses the basic concepts and definitions related to the healthcare system, taking into account existing models and the directions of evolution of these systems. Particular significance has been attached to health as a public category. Such a case resulted in a paradigm in many countries that because health is a common good, its provision creates the need to formulate a relevant health policy.

The second chapter, on the basis of literature research, presents the genesis and the definition of the concept of quality. It discusses the issues of the effective functioning of healthcare systems. A specific place in the second chapter is devoted to quality management systems dedicated to the medical sector.

The content of the third chapter provides a detailed look into the concept of quality, including the medical services sector. This part focuses on a detailed analysis of the concept of medical services and its features. The fourth chapter discusses the results of own research.

The results of the research are conclusions and recommendations.