

# Discussion on the Standardization of Medical Services in the New Era

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**Abstract:** In the development process of China, the standardization of medical services started relatively late, but its development speed cannot be underestimated. However, compared with the actual work needs, there are still some problems in the standardization of medical services in China, such as a small number of standards and relatively narrow coverage, a complex process of standard formulation and insufficient funding, limited means of standard implementation and promotion, and incomplete effective supervision mechanisms, as well as coordination issues between standards across departments and regions. This to some extent restricts the development of current medical service standardization. Based on this, this article mainly explores the standardization of medical services in the context of the new era and proposes relevant optimization strategies.

**Keywords:** Medical services; Standardization; Problems; Optimization strategies

Medical service standardization refers to the development and implementation of standards in medical practice, hospital management, and other activities to guide and control the management goals, behavior orientation, technical regulations, medical quality, service methods, and other aspects of medical institutions to achieve a virtuous transformation within a unified prescribed scope. Simply put, it refers to the development process of medical institutions, where relevant staff formulate relevant standards and specifications based on actual situations, and take measures to implement the standards, in order to promote the development of the organization in a better direction. In fact, before the establishment and improvement of the Professional Committee for Medical Service Standards in China, quality requirements and related norms for medical service work had already been proposed. However, these norms have not been included in the construction system of medical service standardization. Therefore, the formulation of medical service standards in China still needs to be continuously improved.

## I. The Application of Standardization in Medical Services in the New Era

### 1. Clinical pathway management

Standardized clinical pathway management mainly refers to the standardized management of clinical business processes and the formation of dynamic, operable, and fully process controlled clinical practice pathways. It mainly adopts measures such as establishing medical service standards, standardizing patient management processes, and optimizing medical resource allocation to achieve standardized management, transparent processes, and controllable quality of clinical pathways. This can not only effectively improve the efficiency and quality of medical services, but also reduce the incidence of medical accidents and improve patient satisfaction.

### 2. Medical quality evaluation

The application of standardization in medical quality evaluation is mainly reflected in the formulation of quality standards and evaluation indicators for medical services, with the main purpose of evaluating and monitoring the medical quality of medical institutions. Standardization of medical services can help medical institutions establish a relatively scientific and reasonable standardized management system, which is conducive to better improving the quality level of medical services and ensuring medical safety. Not only that, medical institutions can also monitor standardized evaluation indicators, timely identify and solve problems in the service process, in order to improve the overall quality of medical services.

### 3. Medical informatization construction

The application of standardization in the construction of medical informatization is mainly reflected in regulating the construction of medical informatization systems, data collection and sharing. It mainly achieves the interoperability and sharing of medical information through unified data collection and sharing standards, which can effectively improve the accuracy, timeliness, and completeness of medical services, and promote the comprehensive promotion of medical informatization.

### 4. Medical education and training

The application of standardization in medical education and training is mainly reflected in the standardization, professionalization, and standardized cultivation of the quality of medical personnel. Medical institutions can effectively cultivate the standardization awareness and professional service ability of medical personnel by formulating medical service standards and incorporating them into the content system of medical education and training, which is conducive to providing patients with more standardized and efficient medical services.

### 5. Medical service management

The application of standardization in medical service management is mainly reflected in the establishment of medical service management standards and norms, in order to guide and manage various aspects of medical services. This can help medical institutions establish relatively scientific management models and mechanisms, which is conducive to improving the scientific and normative nature of medical service management.

## II. Issues related to standardization of medical services in the new era

### 1. The standard quantity is relatively small and the coverage is relatively narrow

From the current development status of medical service standards in China, it can be seen that the Ministry of Health has issued over 1800 standards. Among them, there are about 400 standards in the health industry, and more than 300 national occupational health standards. However, there are only more than 30 standards related to the medical service profession. Obviously, such a data ratio is relatively low in both the overall development of national standardization and the standardization of the health industry. In addition, although the country has established a large number of medical service standards, their coverage is relatively narrow and cannot achieve effective management of all medical service fields. Moreover, the current standards formulated by the country have not achieved a truly comprehensive and balanced development of medical professional services, making it difficult to fully leverage the promoting role of standards in China's medical service industry, medical academia, and other aspects.

### 2. The standard setting process is complex and lacks funding

The process of formulating medical service standards is complex and special. Therefore, when formulating a relatively complete medical service standard system, multiple organizations usually need to jointly draft and draft it, and it is also necessary to conduct professional analysis and clinical verification, and then make repeated modifications based on actual situations, ultimately forming a medical service standard system with certain operability. In addition, during the formulation process, relevant personnel should promptly seek opinions from experts and relevant national departments to ensure the scientific and professional nature of the medical service standard system. However, from the current perspective, the funding investment of relevant departments in China in formulating medical service standards is still insufficient, making it difficult to truly support the actual needs of this work.

### 3. Lack of standard implementation methods and incomplete supervision mechanisms

The current medical service standard system issued by our country is applicable to most medical institutions, but the form and means of promotion are relatively single, mainly achieved by publishing relevant content on medical related websites. But for grassroots medical institutions, they often have fewer opportunities to learn and understand medical service standards, which can easily lead to difficulties in fully implementing medical service standards. In addition, due to limited funding from relevant government departments and a lack of sufficient and comprehensive policy support, it is easy to lead to a lack of effective supervision in the promotion and implementation of the medical service standard system.

### 4. Standard cross departmental and cross regional coordination is not smooth

In the process of promoting medical service standardization, cooperation and collaboration between different departments and regions are generally indispensable, aiming to effectively solve the problems that exist in its implementation process. However, actual cross departmental and cross regional communication and coordination still encounter many problems. For example, in cross departmental coordination and communication, it is necessary for different departments to cooperate with each other. However, due to the involvement of many departments in medical service standardization, such as the health department, medical institution management department, drug regulatory department, etc., the unclear division of responsibilities and powers between each department can easily lead to coordination difficulties. For example, when formulating medical service standards, the health department needs to coordinate and communicate with the management departments and drug regulatory departments of medical institutions. However, due to differences in their respective interests and powers, differences in opinions and conflicts can easily arise. Therefore, in order to solve the coordination problem between departments, it is necessary to strengthen the establishment of communication and collaboration mechanisms between departments, actively build a unified leadership and coordination mechanism, clarify the responsibilities and authorities of each department, and ensure smooth and effective cooperation among departments.

For example, due to the vast territory of our country, there are certain differences in the medical level and resource distribution among different regions, which can easily lead to difficulties in promoting medical service standardization in different regions. For example, in the process of formulating and implementing medical service standards, we need to consider the actual situation and resource conditions of different regions in order to develop regional differentiated standards and policy systems. Therefore, this requires us to establish a relatively complete cross regional cooperation mechanism, strengthen communication and coordination between local governments and health departments, in order to develop medical service standards and policies that can adapt to different regional conditions, and ensure the uniformity and standardization of medical services nationwide.

## III. Optimization Strategies for Standardization of Medical Services

The above problems have hindered the development and promotion of medical service standardization in China to varying degrees. Therefore, it is necessary for relevant personnel to strengthen research on countermeasures for optimizing the problems in order to further promote the development of medical service standardization. Specifically, it can be achieved from the following aspects:

Firstly, it is necessary to ensure the scientificity of the formulation of medical service standards. For this point, we can start from these six aspects: first, establish a relatively complete medical service standardization management institution, further clarify the "rights" and "responsibilities" of medical institutions and staff. The second is to strengthen the team building of standard setting personnel, improve their academic level and professional competence, and ensure the professionalism of standard setting. The third is to use scientific

methods and technological means to formulate medical service standards, such as “systematic investigation+literature review”, “expert consultation+consensus building”, “empirical research+result verification”, etc., to ensure the operability of the formulated standards. The fourth is to develop standards by means of modern information technology, such as establishing a medical service standard database and an Internet platform, to ensure the transparency and openness of the standard formulation process. The fifth is to widely listen to the opinions and suggestions of all parties, solicit the opinions of relevant experts, scholars, and stakeholders, in order to continuously improve the acceptability and operability of standard setting. Six is to strengthen the dynamic updating and continuous revision of standard formulation, by reserving space for revision and updating, to ensure the timeliness and scientificity of standards.

Secondly, it is possible to broaden the channels for promoting medical service standards. Rich and diverse promotion channels can better ensure the implementation of standards in various regions and medical institutions. On the one hand, relevant personnel can effectively promote medical service standards through training conferences, television, newspapers and magazines, and other means. On the other hand, medical institutions at all levels should actively participate in the establishment of medical service standards, in order to continuously strengthen the promotion of medical service standards in the new era. However, considering the current complex process of standard setting and the issue of insufficient funding, the state and relevant government departments can appropriately increase funding for the formulation of medical service standards, strengthen the optimization and construction of relevant policy mechanisms, and ensure that all work can be fully implemented.

Finally, considering the current lack of effective supervision by relevant departments in China on the implementation of standards, on the one hand, we can incorporate medical service standards into the inspection work system of medical institutions, thereby exerting the promoting effect of standards on the development of medical institutions through mandatory implementation. On the other hand, it is necessary to establish a sound standard supervision and evaluation mechanism. In terms of supervision, regular inspections should be conducted on the implementation of standards in medical institutions, problems should be promptly resolved, and inspection reports should be carefully written. The results should then be fed back to relevant departments and medical institutions to strengthen the implementation of standards. In addition, it is necessary to increase the punishment for violations of standards, especially for serious violations of medical service standardization, which should be dealt with in accordance with the law and regulations, and held accountable seriously. This can improve the deterrent effect of standard implementation and promote the effective implementation of medical service standardization. In terms of evaluation, a relatively complete assessment and evaluation index system should be established, covering all aspects of medical services as much as possible, and ensuring the normalization of evaluation work. In the actual evaluation process, it is necessary to actively introduce third-party evaluation, for example, external experts, academic institutions and other third-party forces can be used to independently evaluate the implementation of medical service standardization. In addition, medical institutions need to strengthen the application and promotion of evaluation results, that is, to use the evaluation results in the evaluation, assessment, and incentive mechanisms of medical institutions, further improve the standard implementation level of medical institutions, gradually form a good demonstration effect, and gradually achieve medical service standardization throughout the country.

#### IV. Conclusion

In short, the application of standardization in medical services can not only greatly improve the quality and efficiency of medical services, but also reduce the occurrence of medical risks and accidents, which is conducive to better meeting the needs of patients and achieving high-quality and standardized medical services. In the future development of medical services, standardization will play an increasingly important role, continuously contributing to building a healthy China and promoting the development of medical services.

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