



Analysis of Inside Controls Risks in Public Hospitals under Public Health Emergencies and Study on Countermeasures

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Abstract: With the rapid development of social economy and the increase of population mobility, the frequency and scope of influence of public health emergencies are also expanding. Under such a background, as the main force to deal with public health emergencies, the inside control risk of public hospitals has become increasingly prominent. This paper aims to discuss how to strengthen inside controls in public hospitals under public health emergencies, reduce risks, and ensure the stability and safety of hospital operation.

Keywords: public health emergencies; inside controls in public hospitals; risk; countermeasures

1. Introduction

In the face of public health emergencies, public hospitals, as an important part of the social health security system, bear great pressure and challenge. This kind of incident not only tests the emergency handling ability of the hospital, but also puts forward higher requirements for the inside controls system. An effective inside controls mechanism can ensure the rational allocation of resources in emergency situations, ensure the continuity and safety of medical services, and minimize the impact of incidents on public health and social stability.

2. Background Overview

In recent years, there have been outbreaks of SARS, Ebola and COVID-19 around the world, which have had a huge impact[1] on global economic, social and even political stability. As an important part of the national health care system, public hospitals assume important responsibilities such as epidemic prevention and control and patient treatment. However, in dealing with public health emergencies, the public hospital is faced with many internal control risk, such as shortages, poor information, personnel deployment difficulties, these risks such as improper handling, will directly affect the normal operation of the hospital and the epidemic prevention and control effect.

3. Main manifestations of hospital risks under public health emergencies

3.1 Risk of material supply

When the shadow of the epidemic suddenly falls, the demand for medical supplies is like a bonfire that has been lit overnight, rapidly spreading to every corner. Masks, protective clothing, ventilators... These may not be ordinary supplies, suddenly become a life-saving necessity. However, in the face of sudden epidemics and uncertainty, hospital supplies procurement, if failed to keep up with the reserves and distribution mechanism, as cut off the lifeline of the depot, let the medical treatment work in trouble.

According to authoritative statistics from the National Health Commission, many hospitals across the country have faced severe challenges due to the lack of supplies during the epidemic. This not only increases the risk of medical staff being exposed to the virus, but also limits the efficiency of patient treatment and makes the already strained medical resources even more stretched. Therefore, establish and improve the material procurement, reserve and distribution mechanism, to ensure sufficient medical supplies and efficient, become the hospital must overcome difficulties during the outbreak[2].

3.2 Financial and operational risks

Like a sudden storm, the epidemic has not only swept People's Daily life, but also brought an unprecedented impact on the financial operation of hospitals. The sharp decline in outpatient and emergency visits is like a ship losing its direction in a storm, and the hospital's revenue has also plummeted. At the same time, however, medical costs are rising because of the increasing demand for pandemic prevention. The increase in the salary of medical staff, the purchase of epidemic prevention materials... These need a lot of financial support. In this situation of serious imbalance between income and expenditure,

hospitals are under great financial pressure. If the financial management is not good, fail to adjust the budget in time, optimize the cost structures, like a boat swaying in the wind and waves, may capsize at any time. Therefore, strengthening financial management and ensuring the stability of the capital chain have become the key to maintaining the normal operation of the hospital during the epidemic.

3.3 Personnel management risks

During the epidemic, health care workers became the frontline soldiers. They have been working at high intensity for long hours and are exhausted physically and mentally. In addition, fear and anxiety about the epidemic have spread in the population, which has seriously affected the work enthusiasm and stability of medical staff. In addition, hospitals are also required to undertake the isolation and treatment of suspected and confirmed cases, which puts forward higher requirements for staffing and training. If a hospital makes mistakes in personnel management, such as unreasonable staffing and inadequate training, it may lead to cross infection and other serious consequences. This will not only endanger the life safety of medical staff, but also cause immeasurable loss[3] to the reputation and image of the hospital. Therefore, it is essential to strengthen personnel management, pay attention to the physical and mental health of medical staff, and improve the quality of training and other measures.

3.4 Information management risk

Under the background of digital age, information management plays an important role in hospital operation and development. However, during this special period of the epidemic, information management is also facing unprecedented challenges and risks. The increasing load of information system, frequent network attacks and other problems come one after another, which makes hospital data security and system stability seriously threatened. Once data disclosure or a system crash happened, will not only damage the privacy rights of patients and the hospital's reputation image, more decision-making efficiency of hospital and medical service quality impact[4]. Therefore, it is urgent to strengthen information security management, improve the system stability and the ability to deal with emergencies.

4. Causes of major risks of hospitals under public health emergencies

4.1 Inadequate education and training

Some hospitals did not pay enough attention to public health emergencies and had weak awareness of crisis. The emergency education and training is not systematic and cannot combine "sudden" with "urgent" to achieve the purpose of "simplification and high efficiency". Insufficient funds or budget, insufficient hardware facilities and weak teachers make it difficult to carry out systematic comprehensive education and training.

4.2 Inadequate emergency management mechanism

Some hospital departments due to the lack of corresponding response to the emergency plan of hospital risk exposure, and the actual situation is very complicated, cannot fully projections for all kinds of emergencies, and for the detailed response to the lack of proper flexibility, in response to emergencies "urgent" when processing capacity is limited. At the hospital level, due to the lack of unified management and division of labor, the efficiency of emergency work is low, and the communication among various departments is not smooth. In particular, the function of emergency response plan is not perfect, such as personnel deployment is not clear, and the distribution of benefits is not in place; Develop emergency procurement protocol, but no emergency procurement process; Establish an emergency plan and standardize the press release when there is no public opinion event; Regulations on the management of donations have been formulated, but there are no specific regulations[5] on the rapid distribution of emergency donations in emergencies.

5. The importance of inside controls risks

5.1 Ensure medical safety

In the medical field, safety is always a top priority. Strengthening inside controls risk management is not only the cornerstone of hospital management, but also a solid defense line to ensure medical safety. Specifically, this means that the medical supplies procurement, storage, distribution to use, every link needs strict internal control measures, to ensure the quality of the goods, quantity and timeliness. For example, during the epidemic period, the demand for Face Mask, protective clothing and other medical supplies surges, if the inside control is insufficient, there may be shortages of supplies, substandard quality and other problems, seriously affecting the protective effect of medical workers and patients. In addition, the accurate transmission of information and the effective deployment of medical personnel are also important aspects of

inside controls risk management. In case of emergency, such as the outbreak, hospitals need to quickly collecting, sorting and analyzing all kinds of information, such as quantity, patient distribution, material requirements, in order to make scientific and rational decisions[6]. At the same time, the medical personnel as the main force of resistance to disease, their deployment and arrangements should also follow the strict internal control process, to ensure that every staff can play the biggest role in the most suitable position. In this way, we can minimize the risk of infection, improve the success rate of treatment, and provide a strong guarantee for medical safety.

5.2 Improve hospital management level

inside controls risk management is not only an important part of hospital management, but also a key means to improve the level of hospital management. Through the establishment of a sound internal control system, the hospital can realize the standardization, standardization management, the business process so as to improve the efficiency of management and transparency. The normalized and standardized management model helps to reduce the influence of human error and subjective judgment, and to make the hospital management more scientific, reasonable and efficient.

In particular, the internal control system can cover the hospital financial management, human resource management, material management, information management and so on several aspects. In terms of financial management, inside controls can ensure the rational use and efficient flow of funds; In the aspect of human resource management, inside controls can optimize the staff allocation and incentive mechanism; In terms of material management, inside controls can ensure rational procurement, storage and use of materials; In terms of information management, inside controls can ensure the authenticity and integrity of information. Standardization of these aspects of management will greatly enhance the overall management level of the hospital, the hospital in dealing with public health emergencies when more leisurely and comfortable.

5.3 Maintain social stability

As a provider of social public services, the stable operation of public hospitals is of great significance to the maintenance of social stability. In the case of public health emergencies such as epidemic prevention and control, the stable operation of public hospitals has become an important support for social stability. To strengthen risk management and internal control helps reduce the contradictions and conflicts within the hospital, improve the credibility and social image of the hospital. In this way, public hospitals can better fulfill their social responsibility and mission, and provide strong medical support and guarantee for the society.

In particular, the internal control risk management can be to maintain social stability through the following several aspects: one is to ensure the continuity and stability of the medical service. During the epidemic, public hospitals need to maintain the normal order and level of medical services to meet the medical needs of the majority of patients; Second, strengthen doctor-patient communication and trust building. pass can decreased medical disputes and contradictions; Third, active participation in social welfare undertakings. Public hospitals can use their professional advantages and human resources to actively participate in social welfare undertakings such as epidemic prevention and control, health promotion and other activities, so as to make positive contributions to society. Fourth, strengthen cooperation and cooperation with others medical institutions and departments. In emergencies such as epidemic prevention and control, public hospitals need with other medical institutions and government departments to maintain close communication and collaboration, jointly cope with challenges and difficulties.

6. Analysis of inside controls risks in public hospitals under public health emergencies and study on countermeasures

6.1 Build a refined material management system

In response to public health emergencies, material management has become a crucial part of public hospitals. In order to build a scientific and efficient material management system, public hospitals need to comprehensively improve the delicacy level of material management from multiple dimensions.

Grab a source from the procurement, the public hospital should establish a strict supplier evaluation and selection mechanism. This includes a comprehensive review of the supplier's qualifications, reputation, product quality, price and after-sales service to ensure that the selected supplier can provide high-quality and reliable medical supplies in a long-term and stable manner. pass close cooperation with high-quality supplier, public hospitals can build a stable and reliable supply chain system to provide a strong guarantee for the smooth development of medical services. Second, by using big data analyzed technology, public hospitals can carry out in-depth mining and analyzed of historical material consumption data. pass data sorting, screening and comparison, public hospitals can more accurately predict the changing trend of material

demand in the future, so as to make material reserve and procurement plans in advance. This kind of prediction method based on data not only improves the science of material management, but also effectively avoid the risks caused by material shortage or surplus. Third, public hospitals should also establish an efficient material reserve and distribution mechanism. When public health emergencies occur, the demand for supplies often increases sharply. In order to ensure that the clinical frontline can obtain the needed supplies in time, public hospitals need to establish a rapid response material distribution system. pass optimizing the structures of material reserves, improving the efficiency of material allocation and strengthening communication and coordination with relevant departments, public hospitals can ensure rapid and effective response in emergencies. Fourth, in order to further improve the level of refinement of material management, public hospitals can also strengthen strategic cooperation with supplier. Through the establishment of long-term, stable relations of cooperation, public hospitals can get more information on market dynamics, technology innovation, etc. At the same time, supplier can also provide Customization services according to the actual needs of public hospitals, such as Customization packaging, Customization distribution, etc., to meet the special needs of public hospitals in special periods. This win-win cooperation model not only helps to improve the material management level of public hospitals, but also helps to promote the healthy development[7] of the entire medical supply chain.

6.2 Implement flexible and efficient financial operation strategy

In the face of financial pressure brought by uncertain factors such as the pandemic, public hospitals need to develop flexible financial budget plans. According to the development of the epidemic situation and the actual operation of the hospital, the budget arrangement will be adjusted in a timely manner to ensure the reasonable distribution and effective use of resources. At the same time, strengthen cost controls and benefit analyzed, and reduce operating costs and improve the efficiency of capital use through fine management. In addition, we will actively strive for exterior financial support such as government subsidies and social donations to broaden financing channels and ease financial pressure. In the process of financial management, we should pay attention to risk prevention and control and inside audit to ensure the authenticity and accuracy of financial information.

6.3 Strengthen humanistic care and personnel incentives

Medical staff are the most valuable resource of a hospital, and their physical and mental health is directly related to the quality and efficiency of medical services. Public hospitals should strengthen the care and support for medical staff, reasonable arrangement of working hours and rest time, avoid overwork and job burnout. At the same time, necessary psychological support and counseling services should be provided to help medical staff reduce their work pressure and psychological burden. In terms of personnel training, more investment will be made to improve the professional quality and coping ability of medical staff. Establish a sound personnel flow and incentive mechanism, through a reasonable salary system and career development planning to stimulate the enthusiasm and creativity[8] of medical staff.

6.4 Promote the integration of informationization and intelligence

Under the background of information age, public hospitals should make full use of information technology to improve management level and service quality. The construction and maintenance of hospital information system should be strengthened to ensure the stable operation and data security of the information system. pass the introduction of advanced information management system and tools, to realize the automation and intelligent transformation of medical process. At the same time, network security protection capabilities should be strengthened to prevent risks such as network attacks and data leakage. In the process of medical services, advanced technologies such as artificial intelligence and big data will be used to improve the accuracy of diagnosis and treatment efficiency, so as to provide patients with more accurate and personalized medical services. In addition, pass information means to strengthen inside communication and collaboration, improve the overall operating efficiency and response speed of the hospital.

7. Concluding remarks

To sum up, in the face of inside controls risks, public hospitals need to formulate comprehensive and fine coping strategies from multiple aspects such as material management, financial operation, personnel management and informatization level. pass continuous optimization and improvement of the inside control system, improve the overall competitiveness of the hospital and anti-risk ability, to provide more quality and efficient medical services for the people.

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