

VIII. ABSTRAKT

This doctoral dissertation deals with organizational and financial issues in the Polish Healthcare System (PHS). Patients' opinions are the best guidance in directing the further development of the functioning of medical facilities in Poland. The survey made it possible to indicate possible directions for the further development of the Healthcare System (PHS) in Poland. These possibilities have been indicated in accordance with the declarations of patients and considered in the direction of the functioning of the entire PHS, which gives hope for the development of medicine thanks to the use of telemedicine tools.

This doctoral dissertation describes inpatient treatment as an element of the health care system, presents the currently used telemedicine tools in stationary treatment and the role of these tools in the health care system. The work consists of descriptions of the models of health systems functioning in the world. The insurance model functioning in Poland (the Bismarck model) and the most important modifications introduced in the functioning of this model were presented and described.

The telemedicine tools used in stationary treatment were presented. The topics of definitions, legal bases, systems, standards, responsibility and sources of financing for telemedicine in the Polish Healthcare System were also discussed. Opportunities, possibilities and directions for the development of telemedicine were indicated by describing the role, essence, as an element of treatment, the value and effectiveness of modern tools.

The aim of the study was to assess the profile of the patient using the teleportation service, the effectiveness of advice provided by a healthcare worker and the quality of the service provided.

In the period from January to April 2021, nearly 800 people were included in the survey, but only 147 informed respondents agreed to participate in the survey. The questionnaire contained 41 closed questions. The detailed aims in the study were divided into 3 parts: Characteristics of the studied group, The course of tele-counseling and the evaluation of the quality of telemedicine services provided.

Based on all results, the characteristics of the studied group, the assessment of the effectiveness of teleconsultation services and the quality of telemedicine services provided, it was possible to present the strengths and weaknesses of the functioning remote treatment.

A discussion was also initiated and the obtained results of the questionnaires were compared with studies and surveys carried out by other institutions, including the Ministry of Health and the National Health Fund. An analysis was carried out in terms of the similarities of the directions of patients' declarations and the differences resulting from the comparison were indicated.

Based on conducted analysis, it was found that there were no real prospects for increasing the share of financing of the PHS to the recommendations of WHO or the average share of financing in the EU. It has been shown that savings in PHS are possible by optimizing the working time of doctors, thanks to the use of telemedicine tools. The significant difference between the expectations and needs of patients and the chance of satisfying them should lead to raising the standards of patient service. In the analyzed period, the reason for such a larger group of patients asking for emergency advice could be limited access to inpatient medical facilities caused by the coronavirus pandemic. This indicated a large possibility of releasing doctors' resources in the case of traditional visits that do not require face-to-face contact. The conducted analyzes highlighted the need to organize training courses for the effective use of telemedicine tools for medical personnel. The introduction of telemedicine tools should be based on the set standards ensuring the safety of health and life as well as patient data. In addition, it was found that the availability of telephone registration (long waiting time for a call) requires urgent improvement, the period of the pandemic and the increases in illnesses will increase the need to increase contacts with doctors.