

# The Progress on the Problems and Solutions of Hospital Health Examination Centers

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**Abstract:** *With the continuous enhancement of people's awareness of health care, health management has become an important demand in people's lives. The requirements for the quality of physical examination services have correspondingly increased. Health examination management is of great significance. In the recent years, the domestic medical examination centers have developed rapidly, but there are still some problems, such as the incomplete of triage system, registration of examinee information, and management system of medical examination files. The medical examination center needs to further improve management measures and medical examination conditions. It should provide higher quality medical examination services. At present, many medical examination centers still maintain their original management system, which cannot be transformed from simple health examinations to the integrated and lifelong health management. In addition, it cannot meet the health needs of people. The health examination system urgently needs to be reformed. This article explores the problems and corresponding improvement measures in the medical examination centers.*

**Keywords:** *Health care, Health management, Medical examination center, Management measure*

## 1. Introduction

With the continuous enhancement of public awareness of health care, health management has become the first demand of people. The requirements for the quality of physical examination services are increasing day by day<sup>[1]</sup>. In the recent years, the development of medical examination centers has been rapid, but some problems gradually emerge, such as the incomplete of triage systems, registration of examinee information, and management systems for medical examination records. This requires medical examination centers to further improve management measures and physical examination conditions<sup>[2]</sup>. In addition, the triage systems and registration forms should be enhanced. The publicity efforts and public health awareness should be given more attention. By doing these things, it can provide higher quality medical examination services. At present, most medical examination centers still maintain their original management system, which cannot be transformed from simple health examinations to the integrated and lifelong health management. Moreover, it cannot meet the health needs of the public. Therefore, the health examination system urgently needs to be reformed. This article explores the existing problems and corresponding improvement measures in the medical examination centers.

## 2. The role of physical examination centers in the personal health management

With the development of economy and the increasing proportion of aging population, the health consumption level of people is gradually improved. The prevention-oriented health examinations have received widespread attention. The people's demand for health examinations is becoming increasingly strong<sup>[3]</sup>. The demand for the quality of health examinations is increasing, and the market potential of health examinations is enormous. At present, the development of medical examination center is severely hindered by various factors such as the shortage of medical technology talents, inadequate medical quality management, and lack of post examination health management. Moreover, the evaluation index system of medical examination center has not yet been established. Hospitals need to enhance their competitiveness in the medical professional and technical personnel, medical technology level, and medical quality management<sup>[4]</sup>. The post examination health management, the performance management, and financial security measures should be strengthened. In addition, the correct development strategies for medical examination centers should be formulated. Hospital management personnel need to further

analyze the advantages and disadvantages of hospital medical examination centers in order to enhance their competitiveness.

Health checks are aimed at the individuals who have no subjective symptoms. The aim of medical examinations is to detect the unnoticed diseases and achieve the goal of disease prevention. Physical examination is an important way for health management, and the improvement of people's health level is also an important symbol of social development. The regular health checks can detect some potential diseases earlier and provide the corresponding treatments. It can help the examiners understand their own health indicators and body functions. Thus, they will change the unhealthy habits and avoid the occurrence of health problems. Moreover, the health checks not only reduce the personal medical burden and save medical expenses, but also improve the personal health level and quality.

### **3. The application of the information health management model in the hospital physical examination centers**

With the development of science and technology, the public are constantly understanding health knowledge, and the awareness and demand for health are increasing. The number of people undergoing physical health examinations is also increasing now days. The physical examination is an important way to protect people's health, which is conducive to early prevention, detection, and treatment. Moreover, it reduces the harm of diseases to human health. Health education is a key component of physical examination centers, and the optimizing methods of health education is of great significance for improving the level of hospital health management [5]. The medical intelligence technology should be used in the information management of patient health examinations. It has a significant application value to build a comprehensive and full cycle nursing health examination and management system.

With the deepening of medical system reform, the medical expenses of people are constantly increasing [6]. The health examination and health management business have correspondingly emerged. In addition, the health examination center has developed rapidly, which has achieved good economic and social benefits. We have analyzed the application effect of the information technology health management model in the hospital physical examination centers. Based on the actual situation of hospital physical examination center, we used the information technology health management system to analyze the average time of physical examination per examiner and the number of online appointment examiners. Moreover, the feedback of examiners on their satisfaction was analyzed after adopting the information technology system. We found that after adopting an information-based health management system, the average examination time of examinees was reduced by 8.6%. The number of online appointment examinations increased by 23.2% annually, and the satisfaction of examinees increased to 97.6%. Therefore, adopting an information-based health management model in hospital examination centers can effectively optimize the examination process and significantly improve the satisfaction of public.

### **4. The application of the problem-oriented management model in the hospital physical examination centers**

With the social progress and economic development, people's demand and concern for health are constantly increasing. The health examination center not only has certain economic and social benefits, but also faces a significant market competition [7]. It should be give full attention on how to fully understand and analyze the customer market. It is helpful to meet the needs of customers and improve the quality of medical services [8]. Thus, the satisfaction of customers and the core competitiveness will be enhanced. Recently, the market competition has become an important issue faced by many medical examination centers. In the practical work, based on the customer psychology and expectations, the obtained customer data should be analyzed to understand their consumption needs. The corresponding medical services should be provided to examinees according to their needs, and the satisfaction of the examinee and the efficiency of medical center will be improved in future.

We have applied a problem-oriented management model in the medical examination center. And, we inquire about the examination objectives and requirements of examiners. In addition, we understand the required examination items, and we meet various examination needs proposed by examiners. We divided 206 examinees who underwent medical examinations in the hospital in 2023. They included a control group and a study group, with 103 cases in each group. The control group of examinees received routine management mode, while the study group received a problem-oriented management mode. We compared and analyzed the results and satisfaction rates of two groups on the physical examinations. The

satisfaction rate of the study group on physical examination was 96.7%, while the satisfaction rate of the control group was 86.2%. Therefore, applying a problem-oriented management model among medical examiners can significantly shorten the examination time. The quality and satisfaction rate of medical examinations could be improved, and it has a high application value in the management of medical examination centers.

### **5. The application of the standardized management in the hospital physical examination centers**

Health examination is a medical examination of healthy individuals, which is an early examination of various non-communicable diseases. The standardized management is a modern scientific management method, and it is the foundation for constructing good health management. It is necessary to carry out the standardization work in the health examination centers and develop the suitable standardized strategies for examination centers<sup>[9]</sup>. It is not only beneficial for establishing health records, but also provides important reference basis for chronic disease prevention and control. By constructing and operating a standard system in health examinations, the quality and management level of health examinations and medical services can be improved, and a better physical examination work can be carried out.

We analyzed the intervention effect of physical examination center on blood glucose control in the elderly patients with diabetes. We selected 120 elderly patients with diabetes in the physical examination as the research object. In these patients, 60 patients in the control group used conventional health management, and 60 patients in the research group used comprehensive health management measures. The patients in the research group were educated about the knowledge of diabetes and daily life habits. It was found that after the adoption of comprehensive health management measures, the patients' mastery of diabetes health knowledge and quality of life were significantly improved. The level of blood glucose indicators was significantly lower than before the management. The treatment effect was significantly improved compared with the control group. Therefore, among the elderly patients with diabetes, the comprehensive health management carried out by the health examination center can improve the patients' mastery of diabetes health knowledge and quality of life. In addition, it reduced the blood glucose indicators and the incidence of adverse reactions during management.

### **6. The prevention and management of infections in the medical examination centers**

In the daily physical examination work, it is necessary to strengthen the prevention and management of infections in the health examination centers. Firstly, it is necessary to strengthen the infection prevention and control awareness of all medical examination staff. It is helpful to standardize sterilization operations, strengthen needle puncture management, and use correct methods to dispose of medical waste. The effectiveness of infection prevention and the health protection for medical service providers will be improved<sup>[10]</sup>. In addition, it is necessary to propose infection management measures for the medical examination center to prevent the occurrence of hospital acquired infections. By analyzing the current situation of infection management in the medical examination center and identifying the problems in management, the effective prevention and control measures need to be formulated. In addition, the staff of the medical examination center should learn the infection-related knowledge, and improve their understanding on infection prevention. By this way, the infection prevention and control will be gradually standardized to reduce the risk of infection in the medical examination centers.

### **7. The issues of the nursing work in the physical examination center**

There are various management factors involved in the nursing work of the medical examination centers. It will affect the reputation of medical examination center if the preventive strategies are not implemented in a timely manner. In the daily work, it is necessary to strengthen the nursing management reform plan and highlight the key points of nursing reform<sup>[11]</sup>. It is helpful to strengthen the nursing management strategies from multiple aspects to ensure that the management strategy can provide assistance for the nursing work practice. It is necessary to analyze the safety hazards in the nursing work of the medical examination center, and provide support for the nursing practice of the medical examination center. By this way, the nursing management ability of the medical examination center will be improved, and the work management errors will be reduced in future.

For patients, the nursing staff should increase their efforts for providing the detailed services and the

knowledge and health education. In the process of training, some efforts should be made to improve the attention of medical staff on nursing details. At the same time, the self-confidence of nursing staff, the trust of examinees, and the quality of nursing services should be improved. In addition, the research on the problems existing in nursing services in medical examination centers should not be stopped. It is necessary to develop the corresponding solutions and effectively reduce the occurrence of medical disputes. By this way, the satisfaction of examinees and the reputation of medical examination centers will be enhanced.

In addition, the potential causes of the disputes between nurses and patients should be analyzed. The practical and feasible specific measures and the hidden risks of disputes in medical examination centers should be explored. Thus, the practical and effective measures will be applied in medical examination centers. To reduce the disputes between nurses and patients, it is necessary to establish the standardized work systems and improve the personal quality and professional knowledge of nurses. In addition, the patients should also fully cooperate to create a harmonious medical atmosphere.

### **8. The problems and challenges faced by medical examination centers**

With the improvement of people's living standards, they have begun to pay more attention to physical health and physical examinations. Regular health examinations have become an important means of early prevention, detection, and diagnosis of diseases. In the recent years, various medical institutions have established the medical examination centers to provide the health examination services to meet people's needs and obtain good economic benefits<sup>[12]</sup>. But to some extent, it has also caused the competition in the medical examination market, and the health examination center is a weak link in the quality management in hospitals. The main problem faced by health examination centers is how to provide an efficient, satisfactory, and warm services to patients. The ways that ensure better services for medical examination personnel include optimizing the design of the medical examination process, enhancing the professional technical level of medical staff, and improving service quality during the physical examination process. It has become an urgent task on how to enhance the core competitiveness of medical examination centers in the fierce market competition. In the daily management, it is necessary to analyze the progress of health management work, identify problems, and formulate response measures. It is helpful to timely identify problems in the health examination center. The countermeasures, health management, and service quality should be improved in future.

In the recent years, the problem of aging population in China has become increasingly serious, and people's health issues have received widely attention. The government has given more preferential policies to the health industry, and most people undergo health examinations every year. However, the rapid expansion of medical examination centers has also brought many problems. Currently, there are still some problems such as the lack of competitiveness in medical examination products, low brand awareness, single marketing channels, lack of comprehensive marketing pricing strategies, and low customer satisfaction. The level of health management can be improved by strengthening education for the staff of medical examination center and improving their professional service level. Moreover, it is useful to strengthen the administrative management and implement the preventive interventions for chronic disease health management. The physical examination center should also attach importance to departmental health management education, and pay more attention to the health management on the chronic diseases. The time for the diagnosis and treatment of chronic diseases in patients should be shortened, and the examinees can obtain the maximum health benefits during the physical examination process.

At present, most medical examination centers lack the specialized health examination departments. And, the medical examination centers lack the practical and effective measures for personnel quality training and human resource management. Their scientific management is still a very lacking task. The medical examination center should shift from the health examination to health management. The internet health examination and the health management of big data will become a new trend in health management. The chronic disease management will gradually become an important part of health management. The medical examination center should increase efforts on the personnel training and enhance the core competitiveness. In addition, the service model innovation, big data, and fine management should be used to promote the sustainable development of the medical examination center in the future.

## 9. Conclusions

With the continuous enhancement of people's awareness of health care, health management has become an important demand in people's lives. The requirements for the quality of physical examination services have correspondingly increased. Health examination management is of great significance. In the recent years, domestic medical examination centers have developed rapidly, but there are still some problems, such as the incomplete of triage system, registration of examinee information, and management system of medical examination files. The medical examination center needs to further improve management measures and medical examination conditions. It should provide higher quality medical examination services. At present, many medical examination centers still maintain their original management system, which cannot be transformed from simple health examinations to the integrated and lifelong health management. In addition, it cannot meet the health needs of people. The health examination system urgently needs to be reformed.

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