The Significance of the Establishment of the Database of Doctor-patient Disputes

Na WANG\textsuperscript{1,a} and Jin-guo WANG\textsuperscript{2,b,*}

\textsuperscript{1}Department of Anesthesiology, The First Hospital of Jilin University, Changchun, Jilin, China
\textsuperscript{2}Department of Urology, The First Hospital of Jilin University, Changchun, Jilin, China
\textsuperscript{a}wangna080613@163.com, \textsuperscript{b}wangjinguoliy@163.com
\textsuperscript{*}Corresponding author

Keywords: Significance, Database, Doctor-Patient Relationship, Medical Disputes.

Abstract. The literatures related to doctor-patient dispute resolution mechanism are collected and analyzed. To establish an information database in detail which can reflect the doctor-patient dispute, it can provide data support for the hospital early warning mechanism for dispute for the institutional leadership. It gives you our department personnel training and management for the occurrence of medical disputes. It has warning effect and can provide the raw material for medical disputes related research.

1. Introduction

Doctor-patient conflict is not unique to China. In Europe, the United States and other countries of the doctor-patient contradiction is very fierce, but they mainly solve through a variety of mechanisms. These mechanisms are widely used, in addition to the traditional litigation and litigation settlement mechanism. However, in China, there is a problem of inconsistency between doctors and patients, so that the relationship between doctors and patients becomes more and more intense and the conflicts between doctors and patients become more and more acute [1]. Therefore, the comprehensive research on the settlement mechanism of medical disputes in China is not only a theoretical research, but also has a strong practical significance.

This paper is given priority to literature research, combined with case analysis and comparative study. On the base of the collected literature and case studies it induces them to arrange, transverse comparison and comprehensive analysis and the corresponding conclusion. It puts forward effective improvements, aiming at the existing problems and combining with the international advanced theory and practical experience [2].

2. The Doctor-patient Dispute and the Database

2.1 Big data

Big data is a data collection, the quantity is huge and the structure is complicated. It has more complicated data and is the basis of the data processing and application of cloud computing model. Its core part is shared by data integration and cross reuse of intellectual resources and knowledge service [3].

To some extent, big data is the front technology of data analysis. In other words, big data technology is prior to information processing that can quickly get the most valuable information from a variety of types of data [4].

2.2 The content of the database

The database of doctor-patient disputes contains the high risk factors that cause the doctor-patient disputes, especially the disputes caused by the insufficiency of doctor and patient. Such non-verbal
communication factors for example shaking hands are not fully valued by medical staff and worth considering of clinical medical staff [5].

Analysis also suggests that the disputes between the main body ages are small and are almost to enter the personnel of medical industry. It is a reserve of the medical industry and also the main force of the future. It displays that the cultivation of doctor-patient communication skills in medical personnel is a huge and far-reaching task. The hospital administrators should pay full attention to the problem [6]. The communication skills of medical staff have been improved and fully applied. The medical disputes will be reduced through the establishment of the database.

3. The Importance of the Database of Doctor-patient Disputes

3.1 For construction of cloud computing platform

Cloud computing platform construction is an important means of implementation. Through the technology of “cloud computing” and the application mode, it can strengthen the integration of health information system, realization of the sharing of education information and network interconnection. It is completely supported by the provincial education platform of national medical education informatization basic framework. In addition to privacy issues, the leak of medical information data also involves important financial problems and endangers patients [7]. Misuse of the insurance identification code would result in the cost of better access to legitimate health care services.

On the contents of construction, key specifications provide information service direction from a single management oriented to the combination of comprehensive management. The prominent service function optimizes business processes, standard service and management. On the implementation path, it gradually realizes from the pursuit of a single system scale to promotion the integration of more system resources [8]. It strengthens the construction of standardization and information sharing. It avoids repetition of application system development and duplication of data. It strengthens the data warehouse system, forms the education information resources and integrates management and application system.

When medicare and medicaid are overpaid, taxpayers will cover those costs. When private insurers overpay, the policyholders will face higher rates and co-payments. The most obvious effect on individual beneficiaries is that the beneficiaries may have financial liabilities arising from medical fraud. Beneficiaries may also be subjected to service restrictions when they seek reimbursable medical services. The leak of medical identity will seriously affect the quality of medical services. Patients’ information may enter the medical records of beneficiary's, thereby affecting subsequent medical decisions.

3.2 Requirement of the current status

Chinese scholars have done a lot of research on the current status of medical disputes about cause and settlement of medical disputes. However, there is little research on the raw materials management of medical disputes. Some scholars emphasize the file management of doctor-patient dispute. It should be paid attention to in our country at present the doctor-patient dispute which points out problems existing in the archives management. The number of hospital archives management still stays on the manual management [9]. The storage capacity of file information is small and difficulty in collecting, sorting, retrieval and utilization.

Although some hospitals also use management aided by computer, because of the lack of network management, file information resources are difficult to share and the file utilization rate is very low. Database developed is suitable for the current situation of medical disputes in China. Database digital management of medical disputes will be conducive to make full use of doctor-patient dispute information and provide technical support for scientific management of medical disputes.
Doctor-patient relationship management is not traditional hospital management and should be innovated in management concept. The crisis management of doctor-patient relationship is not simply a crisis management process, but is a process of crisis management [4].

3.3 Requirement of the advanced technologies

Theory of crisis management theory and the cycle management integration puts forward integration of multistage circulation crisis management of the core architecture and doctor-patient crisis management system construction, including the center frame and the auxiliary frame and so on. In order to build our country the doctor-patient relationship crisis management system, it is namely the unity of the subjective sense of crisis and crisis management action, the unity of the subjective sense of crisis and management tools, and the unity of crisis management operations and management tools, the situation of the doctor-patient relationship nervous crisis for targeted and a full range of systems management [10].

Harmonious doctor-patient relationship is a good vision which is the goal and the process of social development. The in-depth study and practical application of constructing the crisis management system of doctor-patient relationship still require a great deal of follow-up research, so it has broad research space and development prospect.

To establish a scientific, objective and sensitive index system of doctor-patient crisis, the possibility and the evaluation of the causes of doctor-patient crisis are concluded that the most possible doctor-patient crisis factors is the hospital management. Medical crisis which leads to the results of the most serious factors is also a hospital management. Through qualitative and quantitative research, the scientific and effective supervision and management of medical emergencies are provided with scientific basis, which has certain theoretical and practical significance.

4. Summary

Chinese hospital information system has been promoted rapidly and its risk has been reduced accordingly. This poses a great challenge to hospital information security. Hospital information systems are required to be in a highly secure environment from charging data of medical information, from patient privacy to confidentiality of management information.

The phenomenon of unauthorized is common in current hospital information system. The operation is not standard, and thus leads to a large number of hospital system interrupt, for example patient information leakage accident. The work of vital interest to the patient, hospital, as well as the maintenance of the doctor-patient relationship is a great challenge.

From the perspective of information security management, its basic reason lies in the hospital general lack of scientific and reasonable. It can meet the demand of hospital special information security strategy and the resulting lack of enough physical security protection of hospital information assets. It is lack of access control to the customer, at the same time it can't guarantee the safety of network communication and data backup.

References

[4] Nikiforidis G., Kagadis G., Orton C. Medical Physics. It is important that medical physicists be involved in the development and implementation of integrated hospital information systems. 2006


