



## HOSPITAL ENVIRONMENT, RESPONSIBILITIES OF MEDICAL STAFF, AND WORKING WITH PATIENTS

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**Annotatsiya.** Ushbu maqolada shifoxona muhiti, tibbiyot xodimlarining kasbiy mas'uliyati hamda bemorlar bilan samarali muloqot qilishning nazariy va amaliy jihatlari keng yoritiladi. Sog'liqni saqlash tizimida yuqori sifatli xizmat ko'rsatishni ta'minlash uchun zamonaviy texnologiyalar bilan bir qatorda qulay tashkiliy muhit va sog'lom psixologik iqlim muhim omil hisoblanadi.

Maqolada, shuningdek, tibbiyot xodimlarining kasbiy etikasi, deontologik tamoyillari, bemorlarning huquq va manfaatlarini himoya qilish masalalari ham chuqur tahlil qilinadi. Bemor va tibbiyot xodimi o'rtasidagi o'zaro ishonchga asoslangan munosabatlarning davolash samaradorligiga ta'siri alohida yoritib beriladi.

**Kalit so'zlar.** Shifoxona muhiti, tibbiyot xodimlari, kasbiy mas'uliyat, bemorlar bilan muloqot, tibbiy etika, deontologiya, sog'liqni saqlash tizimi, psixologik muhit, kasbiy kompetensiya, insoniy munosabatlar.

**Annotation.** This article extensively covers the theoretical and practical aspects of the hospital environment, the professional responsibility of medical workers, and effective communication with patients. Along with modern technologies, a favorable organizational environment and a healthy psychological climate are important factors in ensuring high-quality service in the healthcare system.



*The article also deeply analyzes the issues of professional ethics of medical workers, deontological principles, and protection of the rights and interests of patients. The impact of trust-based relationships between patients and medical workers on the effectiveness of treatment is highlighted.*

**Keywords.** *Hospital environment, medical workers, professional responsibility, communication with patients, medical ethics, deontology, healthcare system, psychological environment, professional competence, human relations.*

**Аннотация.** *В данной статье подробно рассматриваются теоретические и практические аспекты больничной среды, профессиональная ответственность медицинских работников и эффективная коммуникация с пациентами. Наряду с современными технологиями, благоприятная организационная среда и здоровый психологический климат являются важными факторами обеспечения высокого качества обслуживания в системе здравоохранения.*

*В статье также глубоко анализируются вопросы профессиональной этики медицинских работников, деонтологических принципов и защиты прав и интересов пациентов. Подчеркивается влияние доверительных отношений между пациентами и медицинскими работниками на эффективность лечения.*

**Ключевые слова:** *больничная среда, медицинские работники, профессиональная ответственность, коммуникация с пациентами, медицинская этика, деонтология, система здравоохранения, психологическая среда, профессиональная компетентность, межличностные отношения.*

In today's era of globalization and rapid development of technologies, the healthcare system remains one of the priorities of any society. Preservation and strengthening of the health of the population is an important component of state policy. From this point of view, the environment in hospitals, the quality of service and the professional training of medical personnel are among the urgent issues.

The hospital environment has a strong impact not only on the physical, but also on the mental state of patients. A calm, tidy and comfortable environment inspires a sense of trust and calm in the patient. On the contrary, chaotic and cold



relationships can lead to depression in the patient. Therefore, a patient-centered approach (patient-centered care) is gaining special importance in modern medicine.

Medical personnel are the main link in this system, and they must have not only their knowledge and skills, but also high moral qualities. Establishing effective communication with patients, understanding their needs and choosing the right approach are an integral part of modern medicine.

The hospital environment is not just a building or a complex of equipment, but a complex socio-psychological system.

This system includes sanitary and hygienic conditions, employee relations, attention to patients and a culture of service. Clean and tidy rooms, modern medical equipment, comfortable beds help patients recover faster. At the same time, it is also important to ensure calm, order and a positive atmosphere in the hospital.

The professional responsibility of medical workers includes a very broad concept. They must demonstrate a high level of accuracy, caution and promptness in their work. Every wrong decision or negligence can endanger the patient's life. Therefore, doctors and nurses must constantly work on themselves, improve their skills and master the achievements of modern medicine.

In addition, medical workers must strictly adhere to the rules of medical ethics and deontology. Principles such as maintaining the confidentiality of the patient's personal information, treating him with respect, and not performing medical interventions without his consent are important. Each patient should be valued as an individual.

Communication plays a special role in the process of working with patients. Properly organized communication strengthens the patient's trust in the doctor. Medical workers should listen carefully to patients, not ignore their complaints, and explain in simple, understandable language. Psychological support is especially important when working with patients with serious illnesses.

Working with patients' relatives is also an important aspect.

Proper communication with them, a clear and objective explanation of the situation helps to prevent various conflicts. The patience, courtesy, and professional



approach of medical workers play a big role in this process. In conclusion, the hospital environment, the professional responsibility of medical personnel and the process of working with patients are important factors that are inextricably linked to each other. To provide quality medical care, not only modern technology and knowledge are necessary, but also high human qualities, kindness and professional ethics.

The dedication of medical personnel to their profession, attentive and respectful attitude towards patients increases the efficiency of the healthcare system. Creating a healthy and positive environment in hospitals contributes to the faster recovery of patients and their improvement in their quality of life. Therefore, the development and improvement of these factors remains a priority task of every medical institution.

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