

# Research on Innovating the Training Method of Hospital Financial Personnel Based on Social Needs

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**Abstract:** With the development of the times and society, the production and life of residents are greatly affected and impacted. Under the changing hospital environment, while the level of hospital medical care has been improved, many problems are arising. This requires hospital financial personnel to keep pace with the times and promote the coordinated development of the hospital and society. Firstly, the paper introduces the current hospital financial situation and the necessary skills of hospital financial managers, and then analyses the necessity of training financial personnel from three aspects. Finally, it puts forward the training methods for hospital financial personnel in an innovative.

## 1. Research Background

### 1.1 Literature review

As the supervisor and reporter of the hospital's daily business activities, hospital financial personnel must meet the requirements of the new medical reform policy, to cultivate their own consolidated professional quality, and fulfill their sacred mission as a hospital staff. From the requirement of society for hospital financial personnel, this paper analyzed the necessary skills of hospital financial personnel, and studied the training methods and innovation of them(Xie, 2014). The rapid development of economy and network has brought a strong impetus to the modern medical cause, at the same time, it is also a challenge for hospital financial personnel. Modern hospitals require the financial personnel to be compound talents with knowledge of science, technology and management. It is a new topic for financial personnel on how to meet the requirements of modern hospitals (Wang, 2007). The core work of financial personnel is to budget and manage. To strengthen this aspect is conducive to controlling costs, improving the efficiency of resource utilization and promoting the sustainable development of hospitals. If hospitals want to operate well, they must introduce high-quality financial management personnel (Li and Cheng, 2016). With the continuous expansion of hospital operation scale and the rapid reform of health system, the requirements for hospital financial personnel are becoming more and more stringent. Strengthening controlment and construction of hospital from salary to department tasks and formulating the detailed plans are conducive to improving financial management level and adapting to the new requirements of medical reform (Wang, 2017).

### 1.2 Purposes of research

Medical service is related to the healthy development of the whole country. It is a major cause based on the people and every Chinese. Hospitals should devote themselves into this great cause. Although some medical institutions have made some improvements in the financial sector, there are still some problems that can not be ignored. With the development of society, the competition of medical service is becoming more and more fierce, so hospital must constantly optimize and reform on the basis of the previous management model to adapt to the new social environment. As an important part of the hospital, the financial department should not confine its work to economic accounting records, but adapt to social needs to reform and innovate. The hospital should make the financial department become an important resource of the hospital to assist the hospital to improve its efficiency, optimize its resource allocation ability, and ensure its continuous development in the

severe competitive situation. Such a good vision is related to every employee in the hospital. It is self-evident that the responsibilities of the financial personnel are of great importance. This paper elaborates on the training methods of the financial personnel in detail under social needs, and puts forward its innovation, which provides certain theoretical guidance for the future development of the health service.

## **2. Current Situation of Hospital Financial Personnel Training**

### **2.1 The changes of hospital financial management environment**

At present, hospital financial managers do not carry out professional and systematic reorganization of financial management, which leads hospital financial personnel not to implement vigorous restraint action, but arbitrary financial management, which is very common in some grass-roots hospitals (Liu, 2015). Its manifestations can be divided into three categories: first, the hospital finance department is independent of other departments, resulting in poor internal communication channels, and most hospitals do not make key financial budget planning; secondly, most hospital financial personnel do not have professional financial management knowledge, so these personnel not be able to carry out regular management of financial system. And there are many people with error moral quality, who will steal and play tricks in tax affairs and carry out non-standard operations. Finally, major hospitals have no sound system of financial rules and regulations, and even some hospitals do not have implementation plans of relevant aspects of financial management, which also leads to the inefficiency financial management.

Although our country has reached a high international level in medical technology, in some northern areas, the health service are restricted by economic factors, so the development of medical level is slow, and the medical conditions are extremely poor. The serious polarization of medical resources allocation has aggravated the contradiction between social medical resources and nation health.

### **2.2 Necessary skills of hospital financial personnel**

Among the necessary skills of hospital financial staff, the most basic one is to have financial knowledge and operation skills. Among them, proofreading and accounting are the most basic contents of financial personnel, and also the most time-consuming items every day. But these basic skills are not enough for hospital financial personnel who occupy an important position. Because of the particularity of the hospital itself, the staff will contact various people in the process of working, which will involve accounting related to many business departments, such as social security accounting (Ma, 2015). Therefore, financial personnel should have good communication skills and wide knowledge.

There is an old saying, "It's never too old to learn", especially for financial managers. With the progress of society, all kinds of economic policies are also advancing. For every people, only through constantly improving their abilities and mastering the latest and strongest skills, can they not be eliminated by the society which is growing rapidly. Therefore, hospital financial personnel must have the ability of self-study to constantly improve themselves.

## **3. Analysis on The Necessity of Training Hospital Financial Personnel Based on Social Need**

### **3.1 Thinking level**

In the process of training hospital financial personnel, first of all, we should start from the level of thinking. They must have basic professional ethics and professional accomplishment, and have certain strategic thinking and good service consciousness (Jiang, 2014). As the guardian of hospital financial department, whether the work of financial personnel is perfect and true affects many interests, including dependants, patients, hospitals and even the country. Therefore, financial personnel must set an example, adhere to fairness and justice, objectively record the economic operation of hospitals, and resolutely resist some illegal acts.

Secondly, financial personnel should enhance their own structure and strategic thinking ability to think highly of problems. They should cultivate a sense of the overall situation. When making decisions and solving problems, They should focus on the overall interests of hospitals and even the whole medical service. It should not only consider the interests of departments and individuals. In addition, hospital financial personnel should also have a certain degree of foresight. Under the rapid social development, and unpredictable health service, only with a certain degree of foresight and insight, can we make a long-term plan for the present and future and achieve long-term vision. A good sense of service is also a basic skill for financial personnel, because the nature of the financial department is to serve other departments of the hospital, so financial personnel should actively cooperate with the work of various departments of the hospital, through their own professional skills to help solve problems in the work on the premise of legal compliance.

### **3.2 Capacity level**

On the level of competence, hospital financial personnel need to possess three abilities: executive ability, learning ability and creative ability. With the development of national education, most hospital financial personnel are above the undergraduate level, and their basic literacy ability is no problem, but the basic knowledge taught by schools can not fully apply to the complex hospital environment. Financial personnel must have good learning ability to grasp latest information, and constantly improve their knowledge structure in order to cope with the unpredictable industry policies and systems.

At present, because of limited vision and insufficient execution ability, hospital financial personnel are prone to have limitations in dealing with problems. Thus they are failing to focus on the overall planning which leads to project omissions or even failures. Financial personnel should clarify their objectives, understand the detailed background of project implementation, and the relationship between various projects, so as to improve their execution ability.

Hospital financial personnel should also constantly stimulate their own desire to explore new things, thirst for knowledge, and constantly strengthen their creativity. With the development of social economy, changes in hospitals are everywhere. Financial personnel should use their innovative ability to adapt to this change. For example, how to create a real sense of the ideal situation of up-down linkage? There is no standard answer to these questions, which requires financial personnel to constantly explore and research to promote the continuous development of individuals and industries.

### **3.3 Knowledge level**

For hospital financial personnel, the basis of ability level and ideological level is knowledge level. Therefore, the financial personnel of the whole industry must have professional policy, legal knowledge, professional technical knowledge, business knowledge, etc., to further master different knowledge. Knowledge can be divided into three categories: meta-knowledge, hard knowledge and soft knowledge.

Meta-knowledge is the overall understanding of a certain discipline, and then to construct the knowledge framework and cultivate the thinking of solving problems. Hospital financial personnel should not be confined to a single knowledge point, but should explore from the meta-knowledge level and go deep into it. Hard knowledge refers to the knowledge that can be mastered by traditional memorization, such as system operation, rules and regulations, reimbursement ratio, etc. Financial personnel can reduce the burden of memory, save time and energy through mind mapping and other shortcuts. Soft knowledge usually refers to the experience of combining hard knowledge with meta-knowledge in practice. Only through continuous practice and exploration can we better understand, master and apply soft knowledge and meta-knowledge. Only by constantly refining and accumulating soft knowledge, can we form personal working thinking and improve working level.

## **4. The Way of Innovating Hospital Finance Personnel Training Based on Social Needs**

### **4.1 Strengthening the Integration of Hospital Internal Information**

In today's data era, the importance of data can not be underestimated. In the process of hospital management, such as personnel information and financial information, the accuracy of data must be ensured. Therefore, in order to avoid confusion or greater losses, hospitals should strengthen financial management. Accuracy is the precondition to ensure the post-processing of personnel information. Using the current advanced big data advantages and other related technologies, it not only saves manpower, but also improves the accuracy and efficiency of data. To a certain extent, it promotes the work of hospital financial management departments and even the development of hospitals. Whether it is personnel file management or salary management, the hospital should strengthen the input and management of personnel information, which is one of the important components of financial management. Therefore, in the process, we should pay attention to the integration of human information, which is also a way to strengthen the management of hospital financial personnel, which is conducive to improving their work efficiency. . In addition, hospital rules and regulations include the supervision of financial departments, so financial personnel usually need to integrate these information, so that these rules and regulations can do their function rather than virtual things

### **4.2 Improving the professionalism of financial personnel**

At present, the working methods and techniques of financial managers and their working efficiency are changing greatly. Whether hospital financial personnel are professional or not is the lifeblood of the whole hospital operation. Firstly, financial managers should have a strong thirst for knowledge, so that their ability and knowledge can keep pace with the development of the times. Management concepts should not remain unchanged. We should constantly optimize and learn advanced management technology and experience to improve our own management level. Secondly, hospitals should improve the recruitment criteria for financial managers, such as whether they have obtained some professional certificates, whether they have positive working attitude and good moral character, which are related to the order and efficiency of the whole hospital. For the staff already employed, the hospital should train them, constantly consolidate and improve their own skills, and establish a sound training management system. The improvement of the overall quality and ability of hospital staff is conducive to the development of the whole hospital and creates a good environment for hospital management.

### **4.3 Strengthening the internal management of hospitals**

In order to strengthen the internal management of the hospital, we must start with the management of each department. Hospital is a large system composed of various internal related departments. Implementing internal management is conducive to achieving information sharing among departments and improving work efficiency. On the other hand, there are also checks and balances between departments, which is also a major advantage to achieve efficient management. The hospital should clearly divide the responsibilities of each department, including the stipulation of the tasks of each department and the standardization of staff behavior, so as to ultimately improve the efficiency of hospital operation and management. At the same time, the financial personnel should constantly improve the management system and create a good working environment, so as to avoid many unnecessary contradictions; they should also constantly improve the financial management system and formulate reasonable management objectives according to the actual situation, in order to improve the efficiency of hospital funds operation. There must be some risks in hospital financial management. In order to avoid these risks better, hospital financial personnel need to constantly improve the risk assessment mechanism and give full play to the professional knowledge and skills of financial managers in order to detect and avoid risks in time, which is very important for the long-term development of hospitals.

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