Research on Hospital Archive Management from the Perspective of Public Administration

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Abstract: This paper explores the transformation of hospital archive management from a public administration perspective, emphasizing the shift towards an open model and public administration paradigm. By analyzing the concepts of publicness, service-orientedness, and collaborative governance, it proposes new management ideas of public responsibility, comprehensive development, and fair service. It also introduces practical paradigms such as document integration, resource management, and public participation, as well as implementation paths for enhancing awareness, institutional construction, cultural creation, and mechanism improvement. The aim is to promote the modernization of hospital archive management through the combination of theory and practice, efficiently serving society and public health.

Keywords: Archive Management; Public Administration; Practical Paradigm; Realization Pathway

1. Introduction

Hospitals, as important institutions providing public services, their administrative management innovation is directly related to the improvement of medical service quality and the increase of public satisfaction. Hospital record management, which spans across multiple dimensions such as medical services, teaching research, drug supervision, public health, etc., is not only a historical evidence but also a special information resource for promoting the progress of clinical medicine. At present, there are common problems in hospital record management, such as imperfect management systems, insufficient cognition, and low level of informatization [1]. It is urgently needed to implement innovation from the perspective of public management, optimize services, and adapt to social needs.

The perspective of public administration endows hospital records management with new connotations and trends. On one hand, hospitals need to adapt to the new administrative system and policy environment, transform their functional performance methods, and improve service efficiency. On the other hand, hospital records management faces the challenge of transitioning from traditional models to digitalization and informatization, requiring the exploration of new management models and technical means. In addition, regional differences and new public management concepts also influence the development path of hospital records management.

2. The Significance of Hospital Archive Management from the Perspective of Public Administration

From the perspective of archive management, public administration is its superior. Archive management operates within the broader context of public administration, where some concepts, thinking, and methods of public administration can effectively guide archive management. From the viewpoint of public administration, archive management appears as a management tool in the process of public administration. Influenced by public administration theory, it is an indispensable part of the public administration process [2].

2.1 The Expression of the Connotation of "Publicness"

The issue of the public value and responsibility of behavioral objectives is a focus of the "publicness" concept [3]. The public nature of hospital record management is manifested in the open sharing of archival resources, serving public health and social welfare. Firstly, as a true record of medical activities, hospital records contain personal health information, advances in medical technology, disease prevention and control strategies, etc. Their proper management and rational use are crucial for improving the quality of medical services and enhancing public health levels. Secondly, the "publicness" of record management requires that the integration and development of archival resources should keep up with societal development. It should not only pay attention to the progress of medical science and technology but also reflect changes in social structure, diversity in public health needs, cultural heritage and civilizational progress. This ensures comprehensiveness, timeliness, and applicability of information to meet the comprehensive development of diversified information needs in society.

2.2 Deepening the Connotation of "Service"

With the rise of new public management theory, service orientation has become an important direction for government and public institution reforms, and hospital record management is no exception. Deepening the service-oriented connotation means shifting from a management-centered approach to a user-needs-driven one. By innovating service models and applying technologies, the convenience of accessing records and the personalization of their use are enhanced. The transformation of hospital record management into a service-oriented model hinges on managers transitioning from a management mindset to a service mindset. Based on the diverse needs of patients, medical staff, researchers, and other groups, they design diversified acquisition channels such as electronic inquiries, online consultations, and record displays. At the same time, by utilizing data analysis and personalized recommendation technologies, the level of service and management efficiency are improved.

2.3 Incorporation of the Concept of "Co-governance"

Under the perspective of public administration, collaborative governance emphasizes the cooperation and coordination among multiple entities such as government, market, and society in public affairs management to achieve joint governance and shared outcomes. The concept of "collaborative governance" in hospital archives management means breaking the traditional closed management pattern and constructing an open cooperative management system. This includes strengthening communication and collaboration between internal departments to ensure seamless linkage of archive lifecycle management; establishing cooperation with external institutions such as government, other medical units, research institutions, and community organizations, promoting cross-border integration and efficient use of archive resources through information sharing and project linkage; and introducing social supervision to ensure transparency of management and public participation, enhancing the credibility and legality of archive management, serving a broader public interest.

3. Hospital Archive Management Philosophy under the Public Administration Paradigm

3.1 Public Responsibility Concept

Social responsibility is the driving force for the development of archival management, the foundation of archival management, and a basic prerequisite for achieving archival management [4]. There are significant differences in the scope and degree of responsibility between traditional and modern archival management: the former focuses on political responsibility, while the latter mainly undertakes social responsibilities for promoting the development of social affairs and the general public. Modern archival management bears greater responsibility, reflected not only in pursuing completeness and security of information but also in emphasizing the usability, timeliness, and cost-effectiveness of information. It strives to meet public health needs while reducing social costs and improving service efficiency.

3.2 Comprehensive Development Concept

The concept of comprehensive development requires hospital archive management to focus not only on the static preservation of records, but also to be guided by the overall progress of society. It should transcend its traditional role of serving historical compilation, academic research, and administrative management, and strive to build an archive resource system that benefits the general public. The service targets are not limited to internal management and researchers, but should also be aimed at patients, the public, and communities. Through the disclosure and sharing of information, it enhances the trust and satisfaction of society towards medical services.

3.3 Fair Service Concept

Under the paradigm of public management, the concept of fair service requires that archival management services should be indiscriminately available to all legitimate users, ensuring the fairness and transparency of information access. This not only includes the openness requirements for archives, that is, according to legal provisions, except for sensitive information involving national security and personal privacy, archives should be made as open as possible for public consultation; it also involves the standardization of services, that is, when providing archival services, regardless of who the service object is, they should follow the same set of service standards and procedures to ensure equal services. In addition, through the application of digital technology, such as establishing online appointment inquiry systems and digital archives, the threshold for obtaining archives can be further reduced, promoting the fairness of services.

4. Practical Paradigms and Implementation Paths of Archive Management from the Perspective of Public Administration

4.1 Archive Management Paradigm

4.1.1 Document Integration Method

Document integrated archive management is a systematic management paradigm formed through the integration of document management technologies, and it applies this systemic management model to manage hospital archives [5]. This model integrates information technol-

ogy, unifying the document management activities that were originally scattered across different departments on a single platform, achieving full-cycle management of the document lifecycle. This not only solves the problems of scattered archives and information islands but also promotes real-time updates and sharing of archives, enhancing the efficiency and quality of management. In practice, hospitals need to build an integrated archive management system to achieve centralized data storage, unified retrieval, permission control functions, etc. At the same time, they should strengthen coordination and cooperation mechanisms between departments to ensure the integrity and consistency of documents.

4.1.2 Resource Management Style

Resource management emphasizes the development and utilization of archives as information resources, enhancing the added value of archives through means such as data analysis and knowledge mining. This requires hospital archive management to not only stay at the preservation level but also carry out deep processing of information and knowledge transformation, providing support for clinical decision-making and scientific research innovation.

4.1.3 Public Participation-based

Advocating public participation in archive management aims to increase transparency and enhance the public satisfaction of services. This includes making archival catalogs public, organizing archival exhibitions, setting up public consultation windows, etc., allowing the public to participate in the use, evaluation, and even creation of archives. In implementation, a mechanism for collecting and feedbacking public opinions should be established, regular archival open days should be held, and platforms such as social media should be utilized to enhance interactivity, thereby increasing the public participation and satisfaction with archival services.

4.2 Implementation Path of Archive Management from the Perspective of Public Administration

4.2.1 Enhancing the Awareness of All Staff on Archives

Enhancing the awareness of archives among all staff is the primary step in archive management reform, aiming to build a hospital cultural environment where both management and grassroots employees value archive management. This not only requires the popularization of basic knowledge about archive management through regular educational and promotional activities, such as holding lectures on the importance of archive management and publishing promotional brochures, but also emphasizes the role of in-service training. In-service training should be designed as modular courses, combining actual work scenarios to explain operational techniques for archive collection, organization, classification, storage, and retrieval, allowing employees to experience the necessity and operation process of archive management in practice. In addition, by sharing successful cases, demonstrating the practical value of archival materials in resolving medical disputes, supporting clinical decision-making, and promoting scientific research innovation can greatly enhance employees' sense of identification and willingness to participate, thereby actively participating in the effective collection and maintenance of archival materials, laying a solid mass foundation for the informatization process of hospital archives.

4.2.2 Strengthening the Institutional Management of Archives

Institutionalized management is the cornerstone of ensuring efficient operation of archives management. To establish a sound archives management system, it is necessary to start from the top-level system design, clarify the overall objectives, principles, and basic framework of archives management, and then refine it to the operational norms of specific links such as collection, sorting, preservation, utilization, confidentiality, and destruction of archives. The system design should balance scientificity and operability to ensure that every task has rules to follow and standards to adhere to. At the same time, a clear authority system with defined responsibilities should be established, specifying the responsibilities and rights of each position in archives management to avoid overlapping or gaps in duties. The strengthening of supervision mechanisms cannot be overlooked and should include internal audits, regular inspections, performance evaluations, etc., to ensure the effective implementation of the system. More importantly, the formulation and revision of systems should fully consider the comprehensive development of individuals and societal needs, reflecting humanistic management, such as considering the workload of employees and the convenience of archives utilization, etc., to promote rather than restrict development through systems.

4.2.3 Creating a Favorable Atmosphere for Archive Culture Management

The cultivation of archival culture is a long-term and systematic project, aimed at creating an atmosphere that respects history, values information, and shares knowledge. This requires hospitals to increase their investment in archival resource construction, which not only includes the upgrading of hardware facilities, such as digital scanning equipment and high-density storage devices, but also involves the development of software systems, such as archival management information systems and electronic access platforms. Simplifying the usage process, such as implementing electronic applications and online approvals, and expanding the scope of use, such as allowing remote access and cross-institutional sharing, are key to enhancing the influence of archival culture. In addition, it is important to pay attention to the moral

education of archival personnel, strengthen their sense of professional honor and responsibility through regular professional ethics education and case analysis. Establishing smooth communication mechanisms, such as regular user feedback meetings and archival management forums, encouraging two-way flow of information, can help solve problems in a timely manner and create a positive and progressive archival work environment.

4.2.4 Improve the Archival Service and Management Mechanism

The optimization of service and management mechanisms hinges on establishing a scientifically sound evaluation system to ensure the efficient operation of archival services and management. This includes introducing multi-dimensional assessment criteria, such as service quality, efficiency, user satisfaction, information security, etc., combined with both quantitative and qualitative analysis to ensure comprehensive evaluation. Timeliness and flexibility are the focal points in designing the evaluation system, which should be able to quickly respond to changes in management needs and adjust strategies in a timely manner. For instance, by utilizing big data analytics techniques, dynamic monitoring of archival usage and user demands can be conducted, providing data support for service optimization. At the same time, incentive and constraint mechanisms should be established to commend and reward individuals or teams that perform exceptionally well, and promptly correct poor management situations. This is done to stimulate the enthusiasm and creativity of all employees, promoting the continuous optimization and innovation of archival service and management mechanisms.

5. Conclusion

From the perspective of public administration, hospital record management is not only a part of internal hospital management but also a bridge connecting multiple fields such as medical health, scientific research education, and social governance. With the accelerating development of the medical and health industry today, hospital record management can only serve the construction of hospitals better and provide high-level and high-quality services for the comprehensive development of various social undertakings if it keeps up with the times.

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