

REVIEW

From Prof. Dr. Tatiana Simeonova Ivanova, PhD
Director of Directorate of Scientific and Educational Activities of
Acibadem City Clinic UMBAL Tokuda EAD
member of the jury for awarding the educational and scientific degree "PhD", determined by
order № RD -109 - 486 / 18.11.2021
of the Rector of the Medical University "Prof. Dr. Paraskev Stoyanov"

Subject: Dissertation of Yana Toshkova Tosheva, PhD student in full-time form in the doctoral program "Health Care Management", professional field 7.4. Public health, Higher education 7. Health and sports

DISSERTATION WORK ON THE TOPIC: PROFESSIONAL COMMUNICATION OF THE INSPECTOR OF PUBLIC HEALTH - OPPORTUNITIES FOR OPTIMIZATION

The documents presented by Yana Toshkova Tosheva - dissertation, abstract and additional documents are in accordance with the regulatory requirements of ZRASRB, PPZRASRB and the Regulations for the development of the academic staff of MU "Prof. Dr. Paraskev Stoyanov" - Varna. I do not find any gaps in the submitted documentation.

I declare that I have no conflict of interest with the candidate.

All presented materials are precisely arranged and described.

No evidence of plagiarism.

1. Brief biographical data

Yana Tosheva was born on August 21, 1978 in the city of Varna. She graduated from the Medical College - Varna in 2000, specialist degree, specialty "Sanitary Inspector". Upgrades the education received as in 2015. She graduated from the Medical University of Varna with a Bachelor's degree in Health Care Management, and in 2016 she graduated with a Master's degree from the Medical University of Varna, majoring in Health Care Management.

The positions held have also been consistently upgraded: during the period 2001-2004 is a sanitary inspector in HEI - Varna, Department of State Sanitary Control, in 2005-2011. is a junior inspector in RIPCHP - Varna, State Health Control Directorate, since 2011 until 2016 is an inspector in the Regional Directorate of Food Safety - Varna.

From 19.09.2016 to 19.09.2021 holds the academic position of "Assistant" at MU Varna - MC, Management Board " Public Health Inspector". He also has an active teaching activity at the Medical College - Varna as a teacher of teaching practice during the summer semesters of 2015 and 2016 and the winter semester of 2021 (civil contracts).

Yana Tosheva has a number of additional trainings, especially useful in her positions, as well as in her teaching activity, documented with certificates and certificates, such as: Certificate for internal audit of HACCP system from the Union of Food Industry; PGE, Certificate for completed course of training in "Pedagogical Competence", I level, at MU - Varna; PGE, Certificate for continuing education in medical pedagogy, at the Medical University - Sofia - "Psychotherapeutic approaches in medical practice"; Certificate for participation in the seminar "Scientific Communications for Different Audiences"; PGE, Certificate for continuing education in medical pedagogy, at the Medical University - Sofia - Medical - social, pedagogical aspects of the relationship "patient - medical team"; Certificate for the conditions and procedure for disinfection, disinsection and deratization, at the Ministry of Health, RHI - Varna; Certificate under the Rapid Alert System for Food and Feed (RASFF), at the Executive Agency for Consumers, Health and Food (CHAFFA) of the EC; Certificate for internal auditor of food

safety management systems in accordance with the requirements of the HACCP specification, at Moody International Ltd.; Certificate for advanced basic computer skills - Ministry of Public Administration and Administrative Reform in the Republic of Bulgaria.

2. Significance of the topic

The topic of the dissertation is contemporary, topical, and I would even define it as urgent for our time, given the important role of inspectors in protecting public health. The topic was planned and started before the COVID 19 pandemic, but in the process of developing the pandemic, the role and function of public health institutions became even more important and adequate to the established public health system, which confirms the right choice and the focus of the topic.

The study conducted to identify the factors of the professional environment related to the professional communication and behavior of health inspectors is up-to-date, determined by the actual needs of society from the development of this type of services and offers ways to improve them.

3. Structure of the dissertation:

Yana Tosheva's dissertation is 175 pages long and contains an introduction, literature review, objectives, tasks and methodology, analysis of results and discussion, approaches to optimizing the professional communication of the IPH, conclusions, recommendations and contributions, conclusion, bibliography with 178 literature sources and 6 applications, including proposals for 2 curricula.

The dissertation material is illustrated with 11 tables and 62 figures. The contributions are presented in the dissertation and in the Abstract, where a list of publications and scientific reports on the topic is attached.

3.1. The introduction is on 2 pages.

3.2. The review of the scientific literature is presented on 55 pages and shows the author's excellent awareness of the characteristics and features of the professional activity of the IPHs, communication in the professional environment, the factors influencing this communication. Good information on the topic, based on the personal experience of the doctoral student, allows to make a number of generalizations - daily activities and roles require the IPH to have high communication skills and competencies, the requirement is imperative due to the special status that the IPH receives as a civil servant, including and the punishability of his conduct. It is noted that it is not enough just to comply with the requirements set by law, but also to have a professional approach to creating interpersonal relationships based on communication.

3.3. Purpose, tasks, methodical approach

Yana Toshkova aims at her research work to study the professional communication of the IPH in order to reveal the possibilities for optimizing their communication skills in the process of work.

To achieve this goal she sets 5 well-formulated tasks, as well as 4 appropriate hypotheses.

Methodical approach. The object of the study are: public health inspectors working in RHI and Regional Directorates for Food Safety and experts - doctors, chief inspectors. The 132 respondents are divided into 2 groups: IPH working in RHI - 116 people and experts - 16 people. The research is the personal work of the dissertation.

Adequate methods are applied - documentary method, sociological method - questionnaire method (individual questionnaire, including 22 questions - 7 closed, 11 semi-closed and 4 open questions) and in-depth interview (survey of experts in 10 areas), SWOT - analysis.

The statistical analysis is skillfully applied and includes various analyzes that are in line with the set goals and objectives.

3.4. Results. The obtained results are diligently presented on 56 pages of the dissertation and include the results of the survey, the results of in-depth interviews, the study of factors of the

work environment affecting professional communication and behavior of the PES, developed by the dissertation professional - personal profile IPHs, as well as SWOT - analysis of the professional communication and behavior of IPHs. The results are very well illustrated and meet the objectives of the study.

3.5. The discussion and presentation of the approaches in optimizing the professional communication of the IPHs is presented on 10 pages and is dedicated to 2 models: one is for the optimization of the professional communication, including a system for control and analysis of the behavioral characteristics of the IPHs and the implementation of preventive measures with professional stress, and the second - for the training of IPHs through the introduction of specialized programs at two levels for the development of communication skills and conflict resolution. Both models can be highly valued and deservedly attributed to the significant results of the study.

3.6. Conclusions, recommendations and contributions: Yana Toshkova offers 8 summary conclusions. They derive directly from the goals, objectives and results of the study and relate to the established facts that the workload affects the professional communication of IPHs, there is low professional satisfaction, there is an increase in conflicts, which are mainly with individuals, subject to control. An important conclusion made on the basis of the survey is that the professional communication of the IPH is influenced by emotional and behavioral characteristics, as well as that there is no system for building professional communication skills. The optimization of the professional communication of the IPH is possible through interventions on psycho-social factors and the provision of specialized training. The professional profile of the IPHs can be highly appreciated because it includes the availability of good professional training, the availability of the necessary knowledge, skills and competencies and good communication skills. There is also low pay, high levels of stress and workload. With age, there is a decline in motivation, prestige of the profession, a sense of usefulness in society, career development and full use of the potential of inspectors.

The recommendations are well formulated and targeted at the appropriate institutions and could find concrete practical application.

The abstract is presented on 61 pages and adequately reflects what is written in the dissertation and is sustained as required.

5. Contributions: The contributions are reflected in the dissertation and the abstract and are 10, divided into two groups - theoretical and practical. I fully accept the assessment that this is the first study of its kind on the influence of professional factors on the communication process in the activities of the IPH, the professional and personal profile of the IPH has been very successfully developed, an appropriate theoretical model for optimizing professional communication is presented. Significant practical and practical contributions are the developed detailed curricula for elective subjects and postgraduate education of the IPH, as well as the proposed questionnaire to support the assessment of motivation and satisfaction of the IPH and the developed maps for identifying risk at the workplace of the IPH and taking preventive measures.

6. Publications: In connection with the dissertation the author presents 2 publications in journals and 1 published participation in a scientific forum. This fully satisfies the requirements.

Conclusion

I appreciate the work of Yana Toshkova on the topic "Professional communication of the inspector of public health - opportunities for optimization" as interesting in scientific terms and important for practice.

The dissertation is developed in full accordance with the academic requirements, is dedicated to a very current topic, examines in depth the problems of IPHs in various aspects and offers appropriate approaches to improve training and specific practice. It is written in correct Bulgarian, shows in-depth knowledge of the specific activities performed by the IPH. Adequate

methods for collecting and correctly processing and presenting the results are applied. The conclusions are specific, corresponding to the obtained results and provide an appropriate basis for the future optimization of the IPHs' activity, based on the presented theoretical and practical contributions.

Based on the above merits of the dissertation of Yana Toshkova Tosheva I give a positive assessment and strongly recommend the members of the esteemed Scientific Jury to vote positively and award Yana Toshkova Tosheva educational and scientific degree "PhD" in higher education 7. Health and sports, professional field 7.4. Public Health, specialty "Health Care Management"

December 21, 2021

Prepared by:

Prof. Dr. Tatiana Ivanova, PhD



