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MODELS OF CITIZENS DISSATISFACTION WITH MEDICAL CARE DURING PANDEMIC

A cognitive model was created to measure the degree of the population discontent with the healthcare services during the pandemic. The model is based on the data obtained in Omsk in 2020. It was established that when simulating the improvement of the factor ‘health centre working hours’ the target factor the degree of citizens ‘dissatisfaction’ with medical care decreases. The results can be used to make informed management decisions.

Keywords: fuzzy set, gender, cognitive model, health care, making decisions, pandemic.

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