

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**IZKUŠNJE IZVAJALCEV ZDRAVSTVENE NEGE Z UPORABO
KONGRUENTNEGA NEGOVALNEGA MODELA**

**EXPERIENCES OF NURSING PROVIDERS WITH THE USE OF A
CONGRUENT NURSING MODEL**

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POVZETEK

Uvod: Socialno varstveni zavodi so institucije, v katerih bivajo stanovalci z različnimi medicinskimi in negovalnimi diagnozami. Izvajalci zdravstvene nege se s pomočjo dveletnega usposabljanja kongruentnega negovalnega modela usposobijo za oskrbo kronično bolnih, da se izboljša kakovost zdravstvene nege in se zmanjša nezadovoljstvo stanovalcev. Namen raziskave je proučiti izkušnje izvajalcev zdravstvene nege z uporabo kongruentnega negovalnega modela v posebnem socialno-varstvenem zavodu.

Metoda: Za izdelavo diplomskega dela smo uporabili kvalitativno metodo raziskovanja – metodo analize besedila. Instrument raziskave je bil polstrukturirani intervju z devetimi vprašanji, ki smo jih oblikovali s pregledom literature. V raziskavo smo vključili dve diplomirani medicinski sestri in dva tehnika zdravstvene nege, ki so zaposleni v socialno varstveni ustanovi že več kot pet let in imajo najmanj dve leti izkušenj z uporabo kongruentnega negovalnega modela. Pred vsakim intervjujem smo pridobili individualno soglasje posamezne intervjuvanke.

Rezultati: Življenje v zavodu se je po uvedbi kongruentnega negovalnega modela zelo spremenilo. Z raziskavo smo ugotovili, da je komunikacija pri kongruentni odnosni negi sestavni del delovanja, da pridejo zaposleni do informacij, s katerimi si pomagajo pri obravnavi stanovalca, da se stanovalec čim bolje počuti. S pomočjo komunikacije in biografije stanovalca vzpostavita zaposleni in stanovalec pristen domač odnos. Po uvedbi kongruentnega negovalnega modela se je med zaposlenimi in stanovalci povečalo zaupanje, saj je komunikacija med zaposlenimi in stanovalci boljša, učinkovita in kakovostna. Standard bivanja stanovalca v socialno-varstvenem zavodu je kakovostnejši. Obravnava stanovalca je individualna in osredotočena na ugotavljanje potreb stanovalca, saj se upoštevajo vse stanovalčeve želje, njegove potrebe so prej ugotovljene.

Razprava in sklep: Ugotovili smo, da je kongruentni negovalni model v zdravstveni negi pomemben pri obravnavi stanovalca. Standard življenja stanovalca v socialno varstvenem zavodu je zaradi kongruentne odnosne nege višji. Dostopnost in pomoč zaposlenih sta večji, saj model temelji na pozornosti in tako pozitivno vpliva na stanovalca. Zaradi pozornosti zaposlenih do stanovalcev se je povečalo zaupanje stanovalcev do zaposlenih. V ospredju je stanovalčeva biografija, ki temelji na pozitivnih življenjskih dogodkih stanovalca. Zaposleni s pomočjo kakovostne komunikacije pridobijo zaupanje stanovalcev, jih dobro spoznajo in jim tako lažje pomagajo pri zadovoljevanju njihovih življenjskih potreb.

Ključne besede: zdravstvena nega, kongruenca, medicinska sestra, potrebe stanovalca, kakovost bivanja

SUMMARY

Introduction: Social welfare institutions are institutions in which residents with various diagnoses live. Through two years of training in a congruent nursing model, employees are trained to care for the chronically ill in order to improve the quality of nursing care and reduce resident dissatisfaction, which is one of the major stressors for employees. The aim of the research was to find out the experiences of nursing providers with using a congruent nursing model and how the new method of work affects the work of employees.

Method: For the preparation of the diploma thesis, a qualitative research method was used – the method of text analysis. The research instrument was a semi-structured interview with nine questions, which were designed based on a review of literature. A non-random, purposive sample was used. The research included two graduate female nurses and two nursing male technicians who have been employed at social welfare institution for more than five years. Before each interview, consent was obtained from all the respondents.

Results: Life in the institution has changed a lot since the introduction of the congruent care model. Through research, it has been found that in congruent relational care communication is an integral part of functioning. The employees look up information to help them to deal with the resident so that the resident feels as comfortable as possible. With the help of communication and a biography of the resident, the employee and the resident establish a genuine domestic relationship. After the introduction of the congruent care model, trust between employees and residents has increased, as communication between employees and residents is better, more efficient and of higher quality. The standard of living of a resident in a social welfare institution is of higher quality. The treatment of the resident is individual and focused on determining the needs of the resident, as all the resident's wishes are considered, and their needs are identified earlier.

Discussion and conclusion: It was determined that a congruent nursing model in nursing is important in treating a resident. The standard of living of a resident in a social welfare institution is higher due to congruent relational care. The accessibility and help of employees are greater, as the model is based on attention and thus has a positive impact on the resident. Due to the attention paid by employees to the residents, the residents' trust in the employees increased. At the forefront is a resident's biography based on the resident's positive life events. With the help of quality communication, employees gain the residents' trust, get to know them well, and thus help them to meet their life needs more easily.

Keywords: nursing care, congruence, nurse, resident needs, quality of living