

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**POMEN TIMSKEGA DELA PRI OBRAVNAVI UPORABNIKOV Z  
DOWNOVIM SINDROMOM**

**IMPORTANCE OF TEAMWORK IN THE TREATMENT OF USERS  
WITH DOWN SYNDROME**

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## POVZETEK

**Uvod:** Osebe z Downovim sindromom, motnjo, povzročeno zaradi dodatnega 21. kromosoma, predstavljajo skupino ljudi, ki potrebujejo pomoč skorajda na vseh področjih. Nekateri sicer lahko dokaj samostojno zaživijo, veliko pa jih potrebuje pomoč, ki jo nudijo v strokovnih zavodih. Tam zanje skrbijo izvajalci zdravstvene nege in oskrbe, katerih delo je zahtevno in odgovorno. Za kakovostno obravnavo uporabnikov z Downovim sindromom je izredno pomembno timsko delo. Z raziskavo smo želeli ugotoviti, kakšen je pomen timskega dela pri obravnavi uporabnikov z Downovim sindromom v Centru za varstvo in delo Golovec (v nadaljevanju CVD).

**Metoda:** Uporabili smo kvantitativno metodo raziskovanja, metodo deskripcije in tehniko anketiranja. Za izvedbo raziskave smo uporabili strukturiran instrument v obliki anketnega vprašalnika. Uporabili smo neslučajnostni, priročni vzorec, v katerem so sodelovali zaposleni v CVD Golovec, ki delujejo v timu zdravstvene nege in oskrbe na področju celostne obravnave uporabnikov, obolelih za Downovim sindromom. Od 30 razdeljenih anketnih vprašalnikov smo dobili vrnjenih 28, kar predstavlja 93 % realizacijo vzorca. Pridobljeni podatki so bili obdelani s pomočjo programa Microsoft Excel.

**Rezultati:** Več kot polovica anketiranih, ki se vključujejo v izvajanje zdravstvene nege in oskrbe uporabnikov, je v glavnem prepričanih, da med sodelavci v timu prevladuje partnerski odnos (64 %), dober medosebni odnos (68 %) ter kakovostna in odprta komunikacija (54 %). 43 % anketiranih je mnenja, da bi bila uspešnost v timu morda kakovostnejša, če bi bili vsi sodelujoči zaposleni znotraj CVD Golovec. Menijo, da se težave največkrat pojavljajo zaradi pomanjkanja časa pri stiku z uporabniki, saj se jim ne morejo individualno posvetiti. Večina (82 %) se še ni udeležila nobenega seminarja oz. strokovnega izpopolnjevanja za delo z osebami z Downovim sindromom. Kljub vsemu jih večina (79 %) meni, da s svojim delom pripomorejo k boljši kakovosti življenja uporabnikov. 93 % jih meni, da imajo z uporabniki vzpostavljen human in strokoven odnos. Da je za uporabnike z Downovim sindromom v Sloveniji na področju izvajanja zdravstvene nege in oskrbe dobro poskrbljeno, jih meni 82 %.

**Razprava in sklep:** Ugotovili smo, da med zaposlenimi v timu CVD Golovec prevladujejo dejavniki, ki so pomembni za uspešno timsko delo na tem področju. Smiselno bi jim bilo omogočiti dodatna strokovna izpopolnjevanja na področju dela z osebami z Downovim sindromom. S tem bi pridobili dodatna teoretična znanja, s čimer bi se morda zmanjšale težave pri ravnanju v določenih izrednih primerih, kot je npr. nezaželeno vedenje uporabnikov.

**Ključne besede:** uporabnik, zdravstvena nega, timsko delo, Downov sindrom, izvajalci zdravstvene nege in oskrbe.

## Summary

**Introduction:** People with Down syndrome, a condition caused by an additional chromosome 21, are a group of people who need help in almost all areas. While some can start living quite independently on their own, many need assistance provided by professional institutions. There they are taken care of by healthcare providers and carers, whose work is demanding and responsible. Teamwork is extremely important for a quality treatment of users with Down syndrome. With this study we wanted to establish the importance of teamwork in dealing with users with Down syndrome in Center za varstvo in delo Golovec (Golovec Care and Work Centre) (hereinafter “CVD” Golovec).

**Method:** We used the quantitative research method, the descriptive method and the interview technique. To carry out the research, we used a structured instrument in the form of a questionnaire. We used a non-random convenience sample of participants who are employed in CVD Golovec and work in a healthcare and care team in the field of holistic treatment of users suffering from Down syndrome. From 30 distributed questionnaires, 28 were returned, which represents a 93% realization of the sample. The obtained data were processed using Microsoft Excel.

**Results:** More than half of the interviewed people who are involved in the healthcare and care of the users, mostly believe that partnership relations among co-workers (64%), good interpersonal relationships (68%) and a quality and open communication (54%) are present in the team. 43% of respondents believe that success of the team could perhaps be better if all participants were employed within CVD Golovec. The shared opinion is that problems often occur due to lack of contact time with the users, since they cannot be individually addressed. Most (82%) have not attended any seminar or professional training to help them work with people with Down syndrome. Nevertheless, the majority (79%) believe that their work contributes to a better quality of life for the users. 93% claim that they have a humane and professional relationship with the users. And 82% are of the opinion that users with Down syndrome in Slovenia are well taken care of in terms of healthcare and care implementation.

**Discussion and conclusion:** We have established that factors that are important for successful teamwork are prevailing among employees in the CVD Golovec team. It would be sensible to enable them additional professional training in the field of working with people with Down syndrome. This would provide additional theoretical knowledge which could possibly reduce problems with handling certain irregular cases, such as undesirable user behaviour.

**Keywords:** user, healthcare, teamwork, Down syndrome, healthcare providers and carers.