

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**ZAGOTAVLJANJE STANDARDOV V INTERNISTIČNI  
ZDRAVSTVENI NEGI**

**PROVISION OF STANDARDS IN THE INTERNIST NURSING CARE**

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## IZVLEČEK

**Uvod:** Z izvajanjem in spoštovanjem standardov zdravstvene nege (standard ZN) zagotavljamo bolnikom enakopravno in kakovostno obravnavo v času zdravstvene oskrbe in zdravstvene nege.

**Namen:** V diplomski nalogi smo želeli raziskati in ugotoviti uporabo standardov ZN v internistični zdravstveni negi.

**Metode dela:** Uporabljena je bila metoda anketiranja, zaprtega in odprtega tipa vprašanj. Podatke, pridobljene z anketo, smo obdelali s pomočjo programskega paketa Excel.

**Rezultati:** V anketi je sodelovalo 97 izvajalcev zdravstvene nege. Od tega je 97 % anketiranih seznanjenih, da so v bolnišnici sprejeti standardi ZN in 81 % anketiranih standarde ZN pri svojem delu uporablja. Preobremenjenost zdravstvenih delavcev je po mnenju 77 anketiranih vzrok za neizvajanje zdravstvene nege po sprejetih standardih ZN. Po mnenju anketiranih (41 %) so standardi ZN dobro napisani. Pri svojem delu največkrat uporabijo standarde ZN z naslovom: Aplikacija i.v. terapije, Odvzem krvi, Merjenje krvnega sladkorja. 62 anketiranih meni, da je za predstavitev in izobraževanje novega standarda ZN odgovorna glavna medicinska sestra oddelka.

**Razprava in sklep:** Visok odstotek (97 %) anketiranih zaposlenih pozna sprejete standarde ZN. Kakovost, natančnost, koristno delo jim pomeni sinonim za standard ZN. Izvajanje intervencij zdravstvene nege po sprejetih standardih ZN zmanjša možnost napak in zagotovi kakovostno izvedbo.

**Ključne besede:** standard ZN, kakovost v zdravstveni negi, internistična zdravstvena nega.

## **ABSTRACT**

**Introduction:** With the implementation and respect for the standards of healthcare (HC) we ensure the patients equal and high quality treatment in times of medical treatment and medical care.

**Purpose:** In the thesis we tried to research and determine the use of standards of healthcare in internist healthcare.

**Methods of work:** We used the method of surveys with open and closed types of questions. The data gathered with the survey was processed with the help of the program package Excel.

**Results:** 97 performers of healthcare took part in the survey. 97 % of the questioned were aware that hospitals have accepted the HC standards and 8 % of the questioned use these standards. 77 of the questioned persons believe that the reason why the HC standards are not applied even though they were accepted is the overload of work of medical workers. The questioned (41 %) believe that the HC standards are written well. When working, they most often use the standards with the titles: Application of i.v. therapy, Blood extraction, Measuring of blood sugar. 62 of the questioned believe that the person responsible for the introduction and education about the new HC standard is the head nurse of the department.

**Discussion and conclusion:** A high percentage of the employed are aware of the accepted HC standards. They believe that quality, accuracy, useful work is the synonym for the HC standard. The implementation of the healthcare interventions according to the accepted HC standards reduces the possibility of mistakes and ensures high quality execution.

**Keywords:** HC standard, quality in healthcare, internist healthcare.