

VISOKA ZDRAVSTVENA ŠOLA V CELJU

UVAJANJE KULTURE VARNOSTI V ZDRAVSTVENO NEGO

INTRODUCTION OF CULTURAL SAFETY INTO NURSING CARE

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POVZETEK

Uvod: Varnost pacientov mora biti prioriteta vsakega zaposlenega v zdravstveni negi. Varnost in kakovost pa lahko dosežemo le z uvajanjem kulture varnosti v zdravstveno nego, na katero vplivajo različni dejavniki, imenujemo jih dimenzije kulture varnosti. Z raziskavo smo želeli predstaviti dejavnike, ki gradijo kulturo varnosti, in ugotoviti stopnjo zaznavanja le te med zaposlenimi v zdravstveni negi.

Metoda: Uporabljen je bil kvantitativni raziskovalni pristop. V teoretičnem delu smo uporabili deskriptivno metodo dela s preučevanjem domače in tuje literature. Za instrument smo uporabili anonimni anketni vprašalnik Agencije za raziskave in kakovost zdravstvene obravnave. Uporabili smo neslučajnostni priložnostni vzorec, v katerega smo vključili 100 zaposlenih v zdravstveni negi na internističnih oddelkih Splošne bolnišnice Celje. Vrnjenih je bilo 82 anketnih vprašalnikov, kar predstavlja 82 % realizacijo. Podatki so bili obdelani s programom Microsoft Office Excel 2010.

Rezultati: Rezultati skupne ocene kulture varnosti so pokazali višjo stopnjo zaznavanja kulture varnosti na internističnih oddelkih v bolnišnici kot rezultati ankete 2011. Statistično slabše ocenjene so bile le dimenzije: timsko sodelovanje med oddelki, celokupno zaznavanje varnosti, učeča se organizacija, ustreznost števila osebja ter nekaznovani odziv na napake. Dimenzija pogostost sporočanja napak je presegla 75 % pozitivnih odgovorov, kar predstavlja dobro področje. Najslabše, manj kot 50 % pozitivnih odgovorov, pa so bile ocenjene dimenzije: timsko sodelovanje med oddelki, ustreznost števila osebja, podpora vrhnjega vodstva za varnost pacientov ter nekaznovani odziv na napake.

Razprava in sklep: Ugotavljamo, da je zaznavanje kulture varnosti v zdravstveni negi boljše, glede na primerjavo z že znanimi podatki, vendar še vedno ne dosega stopnje pozitivnih odgovorov, ki se smatrajo za dobro urejeno področje, kar pomeni, da so na vseh področjih potrebne izboljšave.

Ključne besede: kultura varnosti, varnost pacientov, kakovost, medicinska sestra, zdravstvena nega.

SUMMARY

Introduction: Patient safety must be a priority of every nursing care employee. However, safety and quality can only be achieved by introducing cultural safety to nursing care, because it is influenced by various factors called the dimensions of cultural safety. The aim of this research is to present individual most common factors that build cultural safety in nursing care and also determine the level of detection of cultural safety among the healthcare employees.

Methods: In this thesis, the quantitative research approach was used. In the theoretical part, the descriptive method was used by studying domestic and foreign literature. As a research instrument, we used an anonymous questionnaire made by the Agency for Healthcare Research and Quality. 100 questionnaires were distributed among 100 General Hospital Celje's employees who were included in a non-probability sample. 82 questionnaires were returned, which represents 82% realization. The data were analyzed using a Microsoft Office Excel 2010 programme.

Results: The results of a joint assessment of cultural safety showed a higher level of cultural safety perception on internal medicine departments in the hospital, in comparison to the survey which was carried out in 2010. Statistically lower were only the assessments of the following dimensions: teamwork among the hospital departments, overall perception of safety, learning organization, the adequacy of staff number and unpunished response to errors. The dimension called the frequency of error reports exceeded 75% of positive responses and consequently that turned out to be a good field. The worst assessed dimensions, which had less than 50% of positive responses, were: teamwork among the hospital departments, the adequacy of staff number, management support for patient safety and unpunished response to errors.

Discussion and conclusion: We find that the perception of cultural safety in nursing care, according to a comparison with the already known data, is generally better, however it still does not reach the level of positive responses that would state that it is a well-regulated field. Therefore we can conclude that all fields are in need of improvement.

Keywords: cultural safety, patient safety, quality, nurse, nursing care.