

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**ZADOVOLJSTVO PACIENTOV Z ZDRAVSTVENO OBRAVNAVO V
REFERENČNIH AMBULANTAH**

**THE PATIENT SATISFACTION WITH MEDICAL TREATMENT IN
REFERENCE CLINICS**

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POVZETEK

Uvod: Z uvedbo referenčnih ambulant se je spremenila obravnava pacientov v okviru družinske medicine. Diplomirana medicinska sestra v referenčni ambulanti izvaja preventivo, s presejalnimi testi ugotavlja ogroženost pacientov za razvoj bolezenskega stanja in vodi register kroničnih pacientov. Z raziskavo smo želeli ugotoviti, kako so pacienti zadovoljni z zdravstveno obravnavo v referenčni ambulanti, kateri dejavniki vplivajo na stopnjo njihovega zadovoljstva in kakšno je zaupanje pacientov v delo diplomirane medicinske sestre.

Metoda: Uporabili smo kvantitativno metodo raziskovanja, metodo deskripcije. Uporabljena je bila tehnika anketiranja, instrument raziskave je bil strukturiran vprašalnik, oblikovan na podlagi pregleda strokovne literature. Razdeljenih je bilo 70 vprašalnikov. Pravilno izpolnjenih in primernih za analizo je bilo 65 vprašalnikov, kar predstavlja 93 % realizacije vzorca. Podatki so bili obdelani z računalniškim programom Microsoft Excel.

Rezultati: 63 (98 %) anketiranih pacientov je zadovoljnih z organizacijo dela in načinom obravnave v referenčni ambulanti, 33 (50 %) jih je s tem tudi povsem zadovoljnih. Najvišje povprečno ocenjene so trditve, da je ambulanta urejena, čista in prijetna ter da je diplomirana medicinska sestra vedno urejena in prijazna (PV = 4,9). Visoko povprečno ocenjeni sta tudi trditvi, da si diplomirana medicinska sestra vzame čas za pogovor s pacientom in za svetovanje ter da pacienti medicinski sestri lahko zaupajo (PV = 4,8). Anketirani pacienti so povprečno najnižje ocenili trditev, da lahko med ordinacijskim časom govorijo z zdravnikom, če ga potrebujejo (PV = 4,4). 18 (36 %) anketiranih pacientov je zadovoljnih s tem, da jih vedno obravnavata isti zdravnik in ista medicinska sestra.

Razprava in sklep: Ugotavljamo, da so anketirani pacienti zadovoljni z delom diplomiranih medicinskih sester v referenčnih ambulantah. Pozitivno ocenjujejo njihovo znanje in osebnostne lastnosti. Zdravstveni timi v referenčnih ambulantah s strokovnostjo, ustreznim odnosom in primerno komunikacijo pomembno prispevajo k zadovoljstvu pacientov, k dvigu njihove zdravstvene pismenosti in urejenosti kroničnih bolezni, zato bo v prihodnosti potrebno povečati število referenčnih ambulant in kadrovskega normativ, ki se nanaša na diplomirane medicinske sestre.

Ključne besede: referenčna ambulanta, zadovoljstvo pacientov, zdravstvena obravnava, kronične nenalezljive bolezni, diplomirana medicinska sestra.

SUMMARY

Introduction: With the introduction of reference clinic, the treatment of patients within the field of family medicine has changed. A registered nurse in such a clinic carries out preventive work so she can estimate how endangered the patients are to develop a particular illness. She does this by means of screening tests. She also manages the register of chronic patients. In this survey, we tried to estimate how the patients are satisfied with the health-care in a reference clinic, which factors influence the degree of their satisfaction and how much trust the patients put into the work of a registered nurse in such a clinic.

Methodology: The survey is based on the quantitative method of research, the method of description. The technique of interview was used. The instrument of research was a questionnaire which was structured on the basis of professional literature. 70 questionnaires were handed out. 65 questionnaires were accurately filled out and they were suitable for analysis which presents 93 % sample realization. The data were statistically processed by means of the program Microsoft Excel.

Results: 63 (98%) of the interviewed patients are satisfied with the organization of work and with the manner of treatment in a reference clinic, 33 (50 %) are also totally satisfied with the work of the clinic. The most highly average-scored are the statements that the clinic is in order, clean and amiable and that the registered nurse is always orderly and polite (AS = 4,9). Highly average-scored are also the statements that the registered nurse finds time to talk with the patients, to advise the patients and that patients can trust this nurse (AS = 4,8). The most lowly average-scored is the statement that the interviewed patients can talk with the doctor during his working hours if they need to (AS = 4,4). 18 (36 %) of the interviewed patients are satisfied that they are always treated by the same doctor and the same nurse.

Discussion and conclusion: It has been established that patients are satisfied with the work of registered nurses in reference clinics. They positively evaluate professional competence and personal traits of the registered nurses. The medical teams in these clinics ensure the satisfaction of the patients as well as their medical literacy and stability of chronic illness enhancement by applying professional credibility, appropriate attitude and effective communication. This is the reason why it will be necessary to enlarge the number of reference clinics as well as the personnel normative regarding registered nurses.

Key words: reference clinic, patient satisfaction, patient treatment, chronic non-contagious diseases, registered nurse.