

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**VLOGA MEDICINSKE SESTRE PRI SPREJEMU BOLNIKA V  
URGENTNI CENTER SPLOŠNE BOLNIŠNICE CELJE**

**THE ROLE OF NURSE IN ADMISSION OF A PATIENT IN THE  
EMERGENCY CENTRE OF GENERAL HOSPITAL CELJE**

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## IZVLEČEK

**Uvod:** V diplomskem delu smo predstavili najpogostejša nujna stanja, ki so vzrok za prihod bolnikov v Urgentni center Splošne bolnišnice Celje. Opisali smo obstoječi način sprejema, triaže in obravnave bolnikov. V nadaljevanju smo prikazali sprejem in triažo bolnikov po manchestrskem sistemu. V empiričnem delu je opisana raziskava, ki je bila izvedena med člani zdravstvene nege v Splošni bolnišnici Celje.

**Namen:** Namen diplomskega dela je bil proučiti vlogo medicinske sestre pri sprejemu bolnika v Urgentnem centru Splošne bolnišnice Celje in manchesterški sistem triaže.

**Raziskovalna metodologija:** Uporabljena je bila deskriptivna metoda dela, zbiranja in analize podatkov s pregledom domače in tuje literature. Podatke smo pridobili s pomočjo vprašalnika zaprtega in odprtega tipa. Raziskovalni vzorec je zajemal 30 medicinskih sester, zaposlenih v Urgentnem centru Splošne bolnišnice Celje. Dobljene podatke smo uredili in predstavili s stolpičnimi grafikoni s pomočjo računalniškega programa Microsoft Excel. Uporabljena je bila metoda statistične analize anketnih vprašalnikov.

**Rezultati:** Medicinske sestre imajo mnogo izkušenj in se zavedajo pomena sprejema in triaže bolnikov. V Urgentnem centru Splošne bolnišnice Celje je urgentna ambulanta tudi triažna ambulanta, kar je zelo moteče za delo v ambulanti. Obstoječi način dela poteka brez protokolov in dokumentacije. V primeru nejasnosti se medicinske sestre posvetujejo s sodelavcem ali zdravnikom. Analiza podatkov je pokazala, da je zaradi sedanjega sistema sprejema in triaže velika možnost, da se spregleda vitalno ogroženega bolnika in poslabša kakovost dela. Za delo po manchestrskem sistemu triaže so medicinske sestre pokazale veliko zanimanje zaradi kakovosti, sledljivosti in varnosti pri delu.

**Razprava in sklep:** V urgentni ambulanti sta predaja in sprejem bolnika bistvena, saj na njuni podlagi triažiramo bolnike. Medicinske sestre si želijo spremembo obstoječega načina dela. Manchesterški sistem triaže nudi večjo kakovost in varnost tako za bolnike kot medicinske sestre. Obenem omogoča sledljivost in manj moteno delo v ambulanti. Po tem triažnem sistemu so vse aktivnosti medicinske sestre usmerjene k iskanju bolnikov, ki so potrebni takojšnje obravnave.

**Ključne besede:** bolnik, medicinska sestra, urgentni oddelek, sprejem in triaža, manchesterški sistem triaže.

## **ABSTRACT**

**Introduction:** In the thesis we present the most common emergency conditions that lead to the arrival of patients in the Emergency Centre of Celje General Hospital. We describe the existing admission mode, triages and the treatment of patients. Further on we presented the reception and triage of patients following the Manchester system. In the empirical part, we describe the survey that was carried out among the members of nursing staff in Celje General Hospital.

**Aim:** The aim of the thesis was to examine the role of nurses in the admission of patients to the Emergency Centre of Celje General Hospital, and the Manchester triage system.

**Research methodology:** We used the descriptive method, and the method of collecting and analysing data through an examination of domestic and foreign literature. The data was obtained through a questionnaire of the closed and open type. The research sample consisted of 30 nurses employed in the Emergency Centre of Celje General Hospital. The data obtained was edited and presented as bar charts with the help of the computer program Microsoft Excel. We performed statistical analysis of survey questionnaires.

**Results:** Nurses have a lot of experience and they are aware of the importance of how to carry out the admission and triage of patients. In the Celje General Hospital, the emergency centre is also the triage centre, which is highly disturbing to the work in the centre. The existing way of working takes place without protocols and documentation. In the case of uncertainty, nurses consult with colleagues or a doctor. The analysis of the data shows that due to the current system of admission and triage, there is a significant possibility of overlooking a vitally endangered patient and for the quality of work to decrease. Nurses have shown a lot of interest in working following the Manchester system of triage, because of the quality, traceability and safety at work.

**Discussion and conclusion:** In the emergency clinic, the handover and admission of patients are essential, because this is the basis for triaging the patients. The nurses want to change their existing way of working. The Manchester system offers greater quality and safety for both patients and nurses. At the same time it enables traceability and less disruption to work in the centre. Under this triage system, all of a nurse's activities are directed towards looking for patients who need immediate treatment.

**Key words:** patient, nurse, emergency centre, admission and triage, Manchester triage system.