

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**ZADOVOLJSTVO STAREJŠIH Z ZDRAVSTVENO NEGO IN OSKRBO
V SOCIALNO VARSTVENEM ZAVODU**

**SATISFACTION OF ELDERLY PEOPLE WITH NURSING CARE AND
CARE PROVISION IN A NURSING HOME**

Študentka: ANJA GOSTEČNIK

Mentorica: pred. IVANKA LIMONŠEK, dipl. m. s., univ. dipl. org.

Somentor: doc. dr. BORIS MIHA KAUČIČ, dipl. zn., univ. dipl. org.

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POVZETEK

Uvod: Zadovoljstvo starejših z zdravstveno nego in oskrbo v socialno varstvenem zavodu je odvisno od subjektivnega zadovoljstva in objektivnih pogojev, pri čemer morajo biti zadovoljene osnovne materialne in višje nematerialne življenjske potrebe starejših. Poleg tega na zadovoljstvo starejših vplivata odnos in komunikacija izvajalcev zdravstvene nege in oskrbe. Namen raziskave je ugotoviti, ali so starejši zadovoljni z zdravstveno nego in oskrbo v socialno varstvenem zavodu.

Metoda: Raziskava je temeljila na kvantitativni metodi raziskovanja, metodi deskripcije. Uporabljena je bila tehnika anketiranja. Kot instrument je bil uporabljen anketni vprašalnik, oblikovan na osnovi pregleda literature. Uporabljen je bil neslučajnostni, priložnostni vzorec, v katerega je bilo vključenih 50 starejših v socialno varstvenem zavodu. Ustrezno izpolnjenih je bilo 35 anketnih vprašalnikov, kar predstavlja 70 % realizacijo. Podatki so bili zbrani in analizirani s programom Microsoft Office Excel 2010.

Rezultati: Anketirani starejši, ki bivajo v socialno varstvenem zavodu, so odnos izvajalcev zdravstvene nege in oskrbe do njih pri zadovoljevanju njihovih potreb ocenili s PV = 4,2 ter odnos in pomoč pri zadovoljevanju potreb s PV = 4,3. Pomen, ki ga pripisujejo komunikaciji izvajalcev zdravstvene nege in oskrbe z njimi, so ocenili s PV = 4,3. Anketirani starejši so ovrednotili stopnjo pomoči, ki jo potrebujejo pri posameznih opravilih kot samostojno (PV = 2,6).

Razprava in sklep: Starejši v socialno varstvenem zavodu, kjer je bila opravljena raziskava, so pri posameznih opravilih samostojni ali potrebujejo le delno pomoč. Ugotovljeno je bilo, da so zadovoljni z zdravstveno nego in oskrbo, z odnosom izvajalcev zdravstvene nege in oskrbe do njih ter s pomočjo in podporo, ki jim jo nudijo pri zadovoljevanju potreb. Prav tako je starejšim pomemben način, s katerim izvajalci zdravstvene nege in oskrbe komunicirajo z njimi. Stopnja njihovega zadovoljstva z zdravstveno nego in oskrbo v socialno varstvenem zavodu je pokazatelj subjektivne ocene kakovosti obravnave starejših, kar lahko pomeni dejansko dobro opravljanje dela izvajalcev zdravstvene nege in oskrbe.

Ključne besede: starejši, zdravstvena nega, oskrba, socialno varstveni zavod, zadovoljstvo

SUMMARY

Introduction: Elderly people satisfaction with nursing care and care provision in a nursing home depends on subjective satisfaction as well as on objective conditions, where basic material and higher non-material life needs are met. Furthermore, their satisfaction is influenced by the attitude and communication of the care providers. The aim of this research is to determine whether the elderly are satisfied with nursing care and care provision in a nursing home.

Method: The research was based on the descriptive quantitative research method with the use of a survey questionnaire based on a literature review. The type of non-probability sampling, the convenience sampling, was applied. The sample included 50 elderly people that live in a nursing home. 35 questionnaires (70 %) were properly completed. The data was gathered and analyzed with Microsoft Office Excel 2010.

Results: The elderly who live in the nursing home estimated the attitude of the care providers towards them while meeting their needs with the AV = 4.2, and with AV = 4.3 the care providers' attitude and help at meeting the needs of the elderly. The importance of the communication of the care providers was estimated with AV = 4.3. Those who filled out the questionnaires described themselves as being independent from the point of view of needing help with certain chores (AV = 2.6).

Discussion and conclusion: The elderly in the nursing home where the survey was performed are independent or only need partial help with certain chores. The survey showed that they are satisfied with the nursing care, with the attitude of the care providers while taking care of them, and with the help and support that they receive at satisfying their needs. Moreover, the elderly believe that the way of communication between them and the care providers is important. The level of satisfaction of the nursing home residents shows the subjective evaluation of the quality of the provided care, which can therefore lead to the conclusion that the care providers are effective and successful in taking care of them.

Keywords: elderly people, nursing care, care provision, nursing home, satisfaction