

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**SPOŠTOVANJE PACIENTOVIH PRAVIC V AMBULANTI NUJNE
MEDICINSKE POMOČI**

**RESPECT FOR PATIENT'S RIGHTS AT THE EMERGENCY
MEDICAL CLINICS**

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POVZETEK

Uvod: Z novim Pravilnikom o službi nujne medicinske pomoči in z izgradnjo urgentnih centrov se je v naši državi pomembno spremenila oskrba pacientov v nujni medicinski pomoči. Z raziskavo smo želeli ugotoviti, kakšne izkušnje imajo pacienti v ambulanti za nujno medicinsko pomoč s spoštovanjem njihovih pravic in kako dobro poznajo zakonodajo s področja pacientovih pravic, ki se nanaša na nujno medicinsko pomoč.

Metoda: Uporabili smo kvantitativno metodo raziskovanja, metodo deskripcije. Uporabljena je bila tehnika anketiranja, instrument raziskave je bil strukturiran vprašalnik. Razdeljenih je bilo 150 vprašalnikov, pravilno izpolnjenih in primernih za analizo je bilo 131 vprašalnikov, kar predstavlja 87,3 % realizacijo vzorca. Podatki so bili obdelani z računalniškim programom SPSS 19.0. Za ugotavljanje statistično pomembnih razlik smo uporabili t-test neodvisnih vzorcev.

Rezultati: Anketirani pacienti obiščejo ambulanto nujne medicinske pomoči povprečno 1,98 krat letno. Najpogostejši razlog za obisk so poškodbe/nesreče pri delu (28,2 %). Veliko (45 ali 34,4 %) jih to ambulanto obišče tudi iz nenujnih razlogov, med katerimi je v ospredju odsotnost osebnega zdravnika (62,2 %). Njihove izkušnje s spoštovanjem pacientovih pravic so visoko povprečno ocenjene, najvišje je ocenjena trditev, da v odnosu, ki so ga imeli do pacientov člani zdravstvenega tima, pacienti niso zaznali nikakršne diskriminacije glede njihovega spola, starosti, verskega prepričanja, narodnosti in njihovega jezika (PV = 4,66, SO = 0,76). Najnižje povprečno ocenjena je trditev, da so bili seznanjeni z imeni članov tima zdravstvenega osebja, ki jih je obravnavalo (PV = 3,93, SO = 1,20). Anketirani slabo poznajo zakonodajo s področja pacientovih pravic, ki se nanaša na nujno medicinsko pomoč. 33,6 % jih ne ve, da so v primeru nenujne medicinske pomoči v ambulanti za nujno medicinsko pomoč samoplačniki storitev.

Razprava in sklep: V ambulanti nujne medicinske pomoči zdravstveno osebje v veliki meri spoštuje pravice anketiranih pacientov, slednji pa slabše poznajo svoje pravice in dolžnosti. Potrebno bi bilo učinkovitejše seznanjanje pacientov o tem, kdaj obiskati to ambulanto. Manjše število nenujnih obiskov bi prav gotovo prispevalo h kakovostnejši obravnavi tistih, ki nujno medicinsko pomoč potrebujejo.

Ključne besede: ambulanta za nujno medicinsko pomoč, zdravstvena obravnava, triaža, pacientove pravice, diplomirana medicinska sestra

SUMMARY

Introduction: With the New Emergency Treatment Book of Regulations and with the building of new emergency centers the treatment of patients at the emergency medical clinic has considerably changed in our country. With this survey we wanted to establish what are the patients' experiences at the emergency medical clinic regarding the respect of their rights and how well they are aware of the patients' rights legislation concerning the emergency medical assistance.

Method: We used the quantitative method of research, the method of description. The questionnaire technique was used, the instrument of research was a structured questionnaire. We distributed 150 questionnaires of which 131 were correctly filled out and thus appropriate for the analysis. This represents 87,3 % sample realization. The data were processed by means of the SPSS 19.0 program. We used independent samples t-test to establish the statistically important differences.

Results: The questioned patients go to the emergency medical clinic on average 1,98 times a year. The most frequent reasons for the visit are the injuries/accidents at work (28,2 %). A lot of them (45 ali 34,4 %) visit the emergency medical clinic due to non-urgent causes of which the most frequent one is the absence of their general practitioner (62,2 %). Their experiences regarding the respect of patients' rights by the medical staff are on average highly scored. The most highly scored is the statement that the medical staff's attitude showed no discrimination regarding the patients' gender, age, religious belief, nationality and mother tongue ($AV=4,66$, $SD=0,76$). The most low-scored is the statement that the patients were informed about the names of the members of the medical staff who treated them ($AV=3,93$, $SD=1,20$). The questioned patients are poorly informed about the legislation in the field of patients' rights in regard to the emergency medical assistance. 33,6 % of the patients do not know that in the case of non-urgent treatment, they have to pay the costs by themselves.

Discussion and conclusion: At the emergency medical clinic the questioned patients' rights are respected to a great extent, but the patients do not know their rights and obligations well enough. It would be necessary to more effectively inform the patients under which circumstances they should go to the emergency medical clinic. A lower number of non-urgent visits would surely help the medical staff treat those who urgently need the emergency medical assistance with even greater quality.

Key words: emergency medical clinic, medical treatment, triage, patient's rights, qualified nurse