

## Korenite spremembe za učinkovitejše javno zdravstvo

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### Povzetek

**Raziskovalno vprašanje (RV):** Na zastavljeno raziskovalno vprašanje smo z raziskavo želeli pridobiti odgovor, kako vpliva kakovost menedžmenta na odličnost zdravnikov v javnem zdravstvu in kakšne spremembe so potrebne za ohranjanje zdravja in učinkovitosti dela pri slovenskih zdravnikih.

**Namen:** Namen raziskave je ugotoviti, kakšen odnos do zdravja imajo slovenski zdravniki v javnem zdravstvu na primarni in terciarni ravni, kako ohranjajo zdravje ter razviti smernice k odličnosti zdravnikov v javnem zdravstvu. Spremembe, ki temeljijo na izboljšanju menedžmenta kakovosti v javnem zdravstvu, predvsem odličnosti izvajanje dela slovenskih zdravnikov so nujno potrebne.

**Metoda:** Raziskavo med slovenskimi zdravniki smo izvedli na osnovi ankete. Ključna uporabljena statistična metoda so linearni strukturni modeli (ang. Structural Equation Models – SEM). Za analizo razlik v javnem zdravstvu (primarna in terciarna raven) smo uporabili metodo testiranja razlik povprečnih vrednosti za različne skupine (t-test ali neparametrični Mann-Whitneyev test).

**Rezultati:** Na osnovi rezultatov raziskave ugotavljamo, da smo pridobili dovolj podprtih podatkov, da so v javnem zdravstvu potrebne spremembe. Vodje morajo omogočiti preskok v organizacijsko odličnost zdravnikov.

**Organizacija:** Raziskavo smo izvedli na Univerzitetnem kliničnem centru v Ljubljani in Mariboru preko spletne ankete, ki je bila objavljena v Biltenu zdravniške zbornice Slovenije.

**Družba:** Z rezultati raziskave smo ugotovili, da so v javnem zdravstvu potrebne korenite spremembe, ob upoštevanju le-teh bomo pripomogli k izboljšanju kakovosti menedžmenta, odličnosti zdravnikov. Družba bo s tem pridobila zdrave zdravnike, ki ne bodo pod stresom, ki bodo naloge izvajali z veseljem, saj bodo operativno dosegali visoko uspešnost in učinkovitost.

**Originalnost:** Prispevek k znanosti je v tem, da gre za izvorni znanstveni prispevek, saj raziskava na obravnavano temo v Sloveniji še ni izvedena.

**Omejitve/ nadaljnje raziskave:** Omejili smo se samo na zdravnike na primarni in terciarni ravni. V raziskavo nismo vključili zdravnikov na sekundarni ravni, ki so lahko predlog nadaljnjih raziskovanj.

**Ključne besede:** menedžment, kakovost, odličnost, javno zdravstvo, zdravniki, spremembe, raziskava.

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**Dr. Dean Rumpf** Dr. Dean Rumpf je zaključil doktorski študij leta 2017 na Fakulteti za organizacijske študije v Novem mestu in pridobil znanstveni naziv dr. znanosti za področje menedžmenta kakovosti. Od leta 1997 je zaposlen na UKC Maribor kot dr. medicine, leta 2002 je z odliko opravil specialistični izpit in pridobil naziv specialist splošne kirurgije in od takrat naprej dela na področju abdominalne kirurgije. Ukvarja se predvsem s kirurgijo debelega črevesa in danke na terciarni ravni. S svojim delom aktivno pomaga k boljšemu

javnemu zdravstvu, kar dokazuje s sodelovanjem na znanstveno različnih mednarodnih konferencah, s prispevki in članki, ki jih objavlja v priznanih revijah v mednarodnih bazah podatkov. Kritično opozarja na nevezdržne razmere v javnem zdravstvu, ki so nujne in izvedljive v posameznih časovnih obdobjih prav sedaj, ko gre za odločilne premike v javnem zdravstvu.

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**Prof. dr. Zlatka Meško Štok** je redna profesorica za menedžment in znanstveni svetnik na Fakulteti za organizacijske študije v Novem mestu. Na Fakulteti za management Koper, Univerza na Primorskem je bila zaposlena devetnajst let in je predavala predmete Menedžment, Marketing ter na podiplomskem študiju Trženje med organizacijami. Več kot dvajset let je bila menedžerka v gospodarstvu različnih podjetij tako na proizvodnem, trgovskem, storitvenem področju in na področju turizma. Sodeluje z gospodarstvom tako, da povezuje teorijo in prakso ter s tem usmerja študente za poznavanje razmer v gospodarstvu in jih pripravlja za nadaljnje delo. Njena bibliografija obsega več kot 400 bibliografskih zapisov, aktivno sodeluje s prispevki na mednarodnih evropskih konferencah.

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# RADICAL CHANGES IN PUBLIC HEALTH FOR MORE EFFECTIVE PUBLIC HEALTH

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## Abstract

**Research Question (RQ):** How management quality influences excellence in public healthcare, stress management and health preservation of Slovenian physicians?

**Purpose:** The purpose of this research is to determine the attitude towards health of Slovenian physicians who work in public healthcare on both primary and tertiary level, their way of coping with stress, health preservation, and to develop a model of management quality and excellence in public healthcare. Such a model should be based on the improvement of quality management in healthcare, and especially on Slovenian physicians' work excellence.

**Method:** The key statistical method applied in the research was Structural Equation Models (SEM). The advantage of this approach is that all the influences and relations can be included in the model. The analysis was performed with the statistical tool AMOS – the programme application of IBM SPSS 22.0. We used method of testing the differences in mean values for different groups (t-test or non-parametric Mann-Whitney test).

**Results:** Based on the research results we have established that we have obtained enough data to support changes in Public health. Leaders must be able to leap realize into organizational excellence of the physicians in Slovenian public.

**Organisation.** The research was conducted at the University Medical Centre in Ljubljana and Maribor, via a web survey published in the Bulletin of Medical Chamber of Slovenia.

**Society:** According to the research results, we concluded that radical changes are needed in public healthcare, which can contribute to the management quality and physicians' excellence improvement. This way the society gets healthy and stress-free physicians who will perform their tasks with enthusiasm, as they will operationally achieve high effectiveness and efficiency.

**Originality:** The contribution to science lies in the fact that this is a original scientific contribution since the study on the subject in question has not yet been carried out in Slovenia.

**Limitations/Future Research:** This research was limited only on the physicians at the primary and tertiary level. The physicians at the secondary level remained out of scope, and they can be included in future research..

**Key words:** management, quality, excellence, public healthcare, stress, health, coping with stress, research.

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**Dr. Dean Rumpf** completed his doctoral studies in 2017 at the Faculty of Organizational Studies in Novo mesto and obtained the scientific title of doctoral science in the field of Quality Management. Since 1997 he has been employed at UKC Maribor as a doctor of medicine; in 2002 he passed a specialist exam with excellence and gained the title of specialist in general surgery, and since then he has been working in the field of abdominal surgery. He deals mainly with colorectal and rectal surgery at he tertiary level. With his work he actively helps to improve public healt, as evidenced by participating in scientifically different in international conferences articles published in renowned journals in international databases. It critically draws attention to

the unsustainable conditions in public health, which are urgent and feasible in certain periods of time right now when it comes to decisive movements in public health.

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**Prof. dr. Zlatka Meško Štok** is full-time professor of Management and a scientific councilor at the Faculty of Organizational Studies in Novo mesto At the Faculty of Management, University of Primorska she has been employed for nineteen years and has a lecture of subjects Management, Marketing and Postgraduate Studies in Business to Business Organizations. For more than twenty years she has been a manager in economy of various companies, both in the industry, trade, service and tourism sectors. She works with economy by integrating theory and practice with invited succesfull managers from the economy. In this way, students are directed to knowledge of the situation in the economy and prepare them to take responsible tasks in companies, as she is also a mentor in undergraduate, postgraduate and doctoral studies. Its bibliography covers as many as four hundred bibliographic records, she actively cooperates with articles at International European Conferences.

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