

Spremljanje izidov in izkušenj pacientov z rakom – gradnika stalnega izboljševanja kakovosti in varnosti

Gordana Lokajner*

Fakulteta za organizacijske študije v Novem mestu, Ulica talcev 3, 8000 Novo mesto,
Slovenija

Onkološki inštitut Ljubljana, Zaloška 2, 1000 Ljubljana, Slovenija

gordana.lokajner@gmail.com

Povzetek

Raziskovalno vprašanje (RV): Kako pri pacientih za rakom spremljanje izidov in izkušenj z zdravstveno obravnavo vpliva na stalno izboljševanje kakovosti in varnosti?

Namen: Namen pregleda literature je ugotoviti kateri izidi in izkušnje pacientov z rakom vplivajo na izboljševanje kakovosti in varnosti njihove zdravstvene obravnave ter prepoznati relevantne merske instrumente za učinkovito in natančno pridobivanje teh rezultatov v klinični praksi.

Metoda: Uporabljen je bil integrativni pregled znanstvene in strokovne literature. Izvedli smo tematsko kvalitativno analizo in sicer smo uporabili sistematičen pregled znanja o izidih in izkušnjah pacientov z rakom in njihovimi meritvami v zdravstveni obravnavi. Za sistematičen pregled smo v raziskavi s ključnimi besedami izidi (angl.: patient reported outcomes - PRO) in izkušnje (angl.: patient reported experience -PRE) pacientov z rakom (angl.: cancer patient) v zdravstveni obravnavi pridobili izvirne in pregledne poglobljene raziskave s tega področja zadnji h 10 let. Uporabljeni članki so po tipologiji: izvirni, pregledni in strokovni članki, v njih so uporabljene vse tri metodologije raziskav (kvalitativna, kvantitativna ter mešana metodologija raziskovanja). Članki so objavljeni v revijah s faktorjem vpliva. Pregled je potekal v naslednjih bazah podatkov: Web of Science, Scopus in Cinahl WITH FULLTEXT.

Rezultati: raziskave so pokazale različne vrste in pristope merjenja izidov in izkušenj onkoloških pacientov, ter različne vrste merskih instrumentov v klinični praksi zdravstvene obravnave pacientov z rakom.

Organizacija: raziskava je uporabna za vse zdravstvene delavce, ki želijo celostno in vseobsežno uporabiti izide in izkušnje pacientov, meriti in pridobiti oceno pacientov pri svojem kliničnem delu in jih uporabiti pri načrtovanju strategij stalnega izboljševanja kakovosti in varnosti zdravstvene obravnave.

Družba: Spremljanje izidov in izkušenj pacientov z rakom bi moralo postati del rutinske zdravstvene obravnave pacientov z rakom, ne samo tistih, ki so vključeni v klinične raziskave. Izidi in izkušnje pacientov sta pomembna podatka pri ocenjevanju kakovosti in varnosti zdravstvene obravnave ter načrtovanju strategij in aktivnostih stalnega izboljševanja kakovosti v bolnišničnem okolju

Originalnost: Raziskava pokaže dimenzije izidov in izkušenj pacientov z rakom in njihovo merjenje ter sledenje v klinični praksi..

Omejitve/nadaljnje raziskovanje: Omejitve raziskave je, da je avtorica prispevka sama pristopila k sistematičnem pregledu brez uporabe dodatnih ocenjevalcev, hkrati pa je to tudi priložnost za nadaljnje raziskovanje.

Ključne besede: izidi 1, izkušnje 2, pacienti 3, rak 4, izboljševanje kakovosti 5,

Gordana Lokajner je univerzitetna diplomirana organizatorica dela, zaposlena na Onkološkem inštitutu Ljubljana kot raziskovalna medicinska sestra, habilitirana predavateljica za področje zdravstvene nege na FZAB Jesenice, je doktorska študentka na Fakulteti za organizacijske študije v Novem mestu, Slovenija.***

Follow up patient reported outcomes and patient reported expectation of cancer patients – Cornerstone of continuous improvement of quality and safety

Gordana Lokajner *

Faculty of Organisation Studies in Novo mesto, Ulica talcev 3, 8000 Novo mesto,
Slovenia

Institute of Oncology Ljubljana, Zaloška 2, 1000 Ljubljana, Slovenia

gordana.lokajner@gmail.com

Abstract

Research Question (RQ): How does the follow up of patient reported outcomes (PRO) and patient reported experience (PRE) for cancer patients affect the ongoing improvement in healthcare quality and safety?

Purpose: The purpose of this literature review is to determine influence of PRO and PRE on quality and safety improvement of cancer patients and to identify relevant measurement instruments for the effective and accurate acquisition of these results in clinical practice.

Method: In this article, an integrative review of scientific and professional literature. A thematic qualitative analysis was conducted, using a systematic review of knowledge about PRO and PRE of cancer patients and their measurements in health care. For a systematic review original and transparent in-depth research into the subject, using two main keywords was obtained: PRO and patient reported experience PRE of all research in this field for the last 10 years. In this review, articles used are by typology, original, review and professional articles, using all three-research methodologies (qualitative, quantitative and mixed research methodology). Selected articles for the review are published in journals with impact factor. The search for the review was conducted in the following databases: Web of Science, Scopus and Cinahl WITH FULLTEXT.

Results: Our research has shown different types and approaches of measuring PRO and PRE, as well as different types of measurement instruments in the clinical practice of treating cancer patients.

Organization: The research is applicable to all healthcare professionals who want to make full and comprehensive use of PRO and PRE, to measure and obtain patient assessment in their clinical work, and to use them in planning strategies for continuous improvement in the quality and safety of health care.

Society: Follow up on the PRO and PRE of cancer patients should become part of the routine in medical treatment of cancer patients, not just used for the patients involved in clinical research. PRO and PRE are important data in assessing the quality and safety of health care and in planning strategies and activities for continuous improvement of quality in the hospital setting.

Originality: The research shows the dimensions of PRO and PRE in cancer patients and their measurement and follow up in clinical practice.

Limitations / further research: A limitation of this research is that the author of the paper by herself has undertaken a systematic review without the use of additional evaluators, and at the same time this can be an opportunity for further research.

Keywords: outcomes 1, experience 2, patients 3, cancer 4, quality improvement 5,

Gordana Lokajner has a bachelor's degree (BSc.) in management, employed at the Institute of Oncology Ljubljana as research nurse, habilitated lecturer in field of nursing care at the FZAB Jesenice, and is a doctoral student at the Faculty of Organizational Studies in Novo mesto, Slovenia.
