

# Model evalvacije kakovosti obravnave pacientov v urgentnih centrih v Sloveniji

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## Povzetek

**Raziskovalno vprašanje (RV):** Oceniti ali so novo odprti UC dosegli svoj cilj zagotovitve varne in kvalitetne obravnave za paciente, ki potrebujejo nujno medicinsko pomoč

**RV 1:** Ugotoviti ali UC delujejo po predlogu enotne metodologije in zakaj ne (enotna in celovita obravnava na enem mestu, racionalizacija kadra ...)

**RV 2:** Ali so UC doprinesli k boljši obravnavi urgentnih pacientov?

**RV 3:** Ali je mogoče izdelati enoten model evalvacije UC?

**Namen:** Namen raziskave je analizirati delovanje UC (pregled stanja) po predlogu enotne metodologije in izdelati model evalvacije UC, pri katerem bi uporabili ključne kazalnike kakovosti

**Cilji:** Analizirati obrnavo urgentnih pacientov v smislu optimalne oskrbe na enem mestu, predlagati možnosti izboljšave delovnega procesa ter izdelati model evalvacije UC

**Metoda:** Opravili bomo analizo delovnega procesa UC, opravili pogovor s predstojniki in glavnimi sestrami (anketa) ter pregled in analiza relevantne tuje in domače literature UC, njihove evalvacije

**Rezultati:** Z rezultati raziskave bomo pridobili vpogled uspešnosti delovanja UC, ki so nastali po predlogu Ministrstva za zdravje

**Organizacija:** Z raziskavo bi pridobili vpogled na delovanje novo zgrajenih UC in njihovo pomanjkljivost in ugotovili, kakšne so možnosti za izboljševanje kakovosti in varnosti pri obravnavi pacientov. Ker je zdravstvo v večini nivojev primerljivo s svetovnim vrhom, nas zanima, kje so UC organizacijsko še pomanjkljivo organizirani in zakaj.

**Družba:** Varna in visoko kakovostna zdravstvena obravnava vsakega pacienta je prioriteta vsakega izvajalca zdravstvenih storitev, ne glede na položaj in poklicno skupino. Zagotavljanje ravni zdravstvene oskrbe, na kateri ne bo prihajalo do nepotrebnih smrti ali škode za zdravje zaradi pomanjkanja ali napak, izidi zdravstvene obravnave pa bodo skladni s standardi in najboljšimi praksami. Ključni cilj so bolj zdravi prebivalci, zadovoljni uporabniki in izvajalci storitev.

**Originalnost:** Izdelava modela, s katerim bi lahko ovrednotili delovanje UC v smislu doseganja osnovnega cilja (pravočasna in kakovostna oskrba pacientov).

**Omejitve/nadaljnje raziskovanje:** Omejitve raziskave in predlogi za nadaljnje raziskovanje. Na omejitve raziskave lahko vpliva enotnost in neenotnost v delovanju UC.

**Ključne besede:** Urgentni center, urgenca, urgentna obravnava pacienta, analiza procesa, kakovost, evalvacija, model evalvacije.

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**Nataša Šporčič**, je približno 15 let redno zaposlena na Internistični prvi pomoči, Univerzitetni klinični center Ljubljana. Njena prva zaposlitev je bila v Splošni bolnišnici Celje, Oddelek za splošno in abdominalno kirurgijo. Z Ministrstvom za obrambo sodeluje 10 let, kot pripadnica rezervne sestave slovenske vojske – PPRS Role 2 LM. Na Fakulteti za zdravstvene vede Maribor je končala visokošolski študijski program Zdravstvena nega in magistrski študij Management v zdravstvu in socialnem varstvu. Zaključuje tudi magistrski študij Zdravstvene nege. Na Fakulteti za organizacijske študije Novo mesto je vpisana v 1. letnik doktorskega študijskega programa Menedžment kakovosti.

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# A model of evaluating the quality of treatment of patients in the emergency centers in Slovenia

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## Abstract

**Research Question (RQ):** Description of research question, problem, topic.

Assess whether newly opened UCs have achieved their goal of providing safe and quality care for patients in need of urgent medical attention.

RV 1: Determine whether UCs operate according to the proposal of a uniform methodology and why not (uniform and comprehensive one-stop treatment, staff rationalisation,...)

RV 2: Did UCs contribute to better treatment of emergency patients?

RV 3: Is it possible to build a single UC evaluation model?

**Purpose:** The purpose of the research is to analyse the functioning of the UC (status review) according to the proposal of a uniform methodology and to create a model of UC evaluation, using key quality indicators

**Objectives:** Analyse the treatment of emergency patients in terms of optimal care in one place, Suggest options for improving workflow and Develop a UC evaluation model

**Method:** We will analyse the UC workflow, Interview superiors and head sisters (survey) and review and analysis of relevant foreign and domestic UC literature, their evaluations

**Results:** The results of the research will give us an insight into the performance of UCs, which were created on the proposal of the Ministry of Health

**Organization:** The research would gain insight into the performance of newly built UCs and their shortcomings and identify opportunities for improving quality and safety in patient care. Because healthcare is comparable to the world summit in most levels, we are interested in where UCs are still poorly organized and why.

**Society:** Safe and high quality health care for every patient is a priority for any healthcare provider, regardless of position and occupational group. Providing a level of care that will not lead to unnecessary deaths or harm to health due to shortages or mistakes, and the outcomes of treatment will be in accordance with standards and best practices.

A key goal is healthier residents, satisfied users and service providers.

**Originality:** Creating a model that could evaluate the performance of UC in terms of achieving its primary goal (timely and quality patient care).

**Limitations / further research:** Research limitations and suggestions for further research.

The limitation of the research may be influenced by the unity and inequality in the operation of the UC.

**Keywords:** Emergency Centre, Urgent Care, Urgent Patient Treatment, Process Analysis, Quality, Evaluation, Evaluation Model

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**Nataša Šporčič**, has been a full-time employee at the Internist First Aid, University Clinical Center Ljubljana for about 15 years. Her first job was at the General Hospital Celje, Department of General and Abdominal Surgery. For 10 years she has been working for the Ministry of Defence as a member of the reserve force in the Slovenian Army - PPRS Role 2 LM. She graduated from the Faculty of Health Sciences in Maribor with a bachelor's degree in Nursing and a master's degree in Management in Health and Social Care. She is also completing her master's degree in Nursing. She is attending the 1. year of PhD Program Quality Management at the Faculty of Organizational Studies Novo mesto.

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