

Kakovost zobozdravstva na primarni ravni

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Povzetek

Raziskovalno vprašanje (RV): Na kakšen način se spremlja kazalnike kakovosti na področju zobozdravstva v zdravstvenih ustanovah na primarni ravni ?

Namen: Namen raziskave je bil opraviti sistematičen pregled domače in tuje strokovne literature ter doktorskih disertacij na temo kakovosti v zobozdravstvu.

Metoda: Informacije smo zbirali s sistematičnim pregledom strokovnih del na tematiko kakovosti v zobozdravstvu po javno dostopnih bazah podatkov z iskalnimi pojmi »dejavniki kakovosti«, »kazalniki kakovosti«, »menedžment kakovosti«, »primarni zavodi«, »zobozdravstvo«, »zdravstvene ustanove« in »ustno zdravje« ter veznika »in« v slovenščini in »quality factors«, »quality indicators«, »quality management«, »primary health centres«, »dentistry«, »healthcare institutions« and »oral health« ter veznika »and« smo poiskali znanstvene članke in doktorske disertacije. Doktorske disertacije iz slovenskega jezikovnega področja smo iskali v repozitorijih Univerze na Primorskem, Univerze v Novi Gorici, Univerze v Ljubljani, Univerze v Mariboru ter v elektronski knjižnici Fakultete za organizacijske študije v Novem mestu, medtem, ko smo doktorske disertacije v angleščini poiskali v bazi ProQuest open. Članke smo selekcionirali tako, da smo odstranili dvojnike in tiste z nepopolnim tekstom in tiste, ki niso bili v angleškem jeziku. Nadalje smo znanstvene članke in doktorske disertacije preverili z vidika ustreznosti glede na naše iskalne parametre in neustrezne tekste izločili.

Rezultati: Ugotavljamo, da obstaja veliko definicij kaj kakovost v zobozdravstvu sploh je, katera so pomembna področja in kazalniki kakovosti in da je področje kakovosti v zobozdravstvu do določene mere manj raziskano v primerjavi s splošno oz. družinsko medicino. Opravljenih je več sistematičnih pregledov literature in manj člankov v katerih avtorji ocenjujejo stanje in izide po vpeljavi načel kakovosti na področju zobozdravstva. V R Sloveniji kazalnike kakovosti na primarni ravni spremljajo zgolj v nekaj ustanovah, ki niso enotni.

Organizacija: Prikazali smo razmere in raven spremljanja kakovosti na področju zobozdravstva v R Sloveniji, na ravni primarnih javnih zdravstvenih zavodov.

Družba: Kazalniki kakovosti so namenjeni spremljanju zobozdravstvene obravnave in so namenjeni ključnim udeležencem, kot npr. lastnikom, menedžerjem, zaposlenim v zdravstvenih ustanovah in uporabnikom storitev.

Originalnost: Ugotovili smo, da kazalniki kakovosti na področju zobozdravstva niso enotni ter da primanjkuje empiričnih raziskav na področju spremljanja kakovosti na področju zobozdravstva v primarnih javnih zdravstvenih zavodih.

Omejitve/nadaljnje raziskovanje: Raziskava je bila omejena na dejavnike kakovosti na področju zobozdravstva v javnih zavodih na primarni ravni. V nadaljnjem raziskovanju bi bilo smiselno analizirati razloge za obstoječi nabor kazalnikov kakovosti ter identificirati kazalnike kakovosti, ki prinašajo koristi za izvajalca kot uporabnika zobozdravstvenih storitev.

Ključne besede: dejavniki kakovosti, kazalniki kakovosti, menedžment kakovosti, primarni zavodi, zobozdravstvo, zdravstvene ustanove, ustno zdravje

Aleksandra Banović Groznik je doktorandka programa Menedžment kakovosti na Fakulteti za organizacijske študije v Novem mestu. Po izobrazbi je doktorica dentalne medicine. Celotno delovno obdobje deluje v javnem zdravstvu kot zobozdravnica, pridobivala je tudi izkušnje in znanje na vodstvenih in strokovnih funkcijah, kjer je bil menedžment kakovosti pomembno področje za uspešno delovanje in izboljševanje delovanja javnega zdravstvenega zavoda.

Mirko Markič je doktoriral na Fakulteti za organizacijske vede Univerze v Mariboru s področja organizacijskih ved na temo inoviranja. Po dvanajstih letih delovanja v avtomobilski industriji se je zaposlil na Fakulteti za menedžment Univerze na Primorskem. Je redni profesor za področje menedžmenta in znanstveni svetnik ter vodja ali član 20 raziskovalnih projektov in projektov z gospodarstvom. Njegova bibliografija obsega več kot 700 enot s področja upravnih in organizacijskih ved ter javnega zdravstva (varstvo pri delu).

Quality of primary healthcare dentistry

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Abstract

Research Question (RQ): In what way are quality indicators in the field of dentistry monitored in health institutions at the primary level?

Purpose: The aim of the research was to carry out a systematic review of domestic and foreign professional literature and doctoral dissertations on the topic of quality in dentistry.

Method: Information was collected through a systematic review of professional works on the topic of quality in dentistry using publicly available databases with the search terms "quality factors", "quality indicators", "quality management", "primary health centres", "dentistry", "healthcare institutions" and "oral health" and the conjunction "in" in Slovenian and English." We searched for scientific articles and doctoral theses. We searched for doctoral dissertations in the Slovenian language field in the repositories of the University of Primorska, the University of Nova Gorica, the University of Ljubljana, the University of Maribor and in the electronic library of the Faculty of Organizational Studies in Novi Mesto, while we searched for doctoral dissertations in English in the ProQuest database open. We selected articles by removing duplicates and those with incomplete text and those that were not in English. Furthermore, we checked scientific articles and doctoral theses from the point of view of relevance according to our search parameters and eliminated inappropriate texts.

Results: We note that there are many definitions of what quality in dentistry is, what are the important areas and indicators of quality, and that the area of quality in dentistry is to a certain extent less researched compared to general or family medicine. There have been several systematic reviews of the literature and fewer articles in which the authors evaluate the situation and outcomes after the introduction of quality principles in the field of dentistry. In the Republic of Slovenia, quality indicators are monitored at the primary level only in a few institutions, which are not uniform.

Organization: We have shown the conditions and level of quality monitoring in the field of dentistry in the Republic of Slovenia, at the level of primary public health institutions.

Society: Quality indicators are intended to monitor dental treatment and are intended for key participants, such as owners, managers, employees of healthcare institutions and service users.

Originality: We found that quality indicators in the field of dentistry are not uniform and that there is a lack of empirical research in the field of quality monitoring in the field of dentistry in primary public healthcare institutions.

Limitations / further research: The research was limited to quality factors in the field of dentistry in public institutions at the primary level. In further research, it would be reasonable to analyze the reasons for the existing set of quality indicators and to identify quality indicators that bring benefits to the provider as a user of dental services.

Keywords: Quality factors, quality indicators, quality management, primary health centres, dentistry, healthcare institutions, oral health

Aleksandra Banovič Groznik is a PhD student in the Quality Management program at the Faculty of Organizational Studies in Novo mesto. She is a doctor of dental medicine by education. She has been working in public healthcare as a dentist for the entire working period, she also gained experience and knowledge in managerial and professional positions, where quality management was an important area for the successful operation and improvement of the operation of the public healthcare institution.

Mirko Markič received his doctorate from the Faculty of Organizational Sciences of the University of Maribor in the field of organizational sciences on the subject of innovation. After twelve years of working in the automobile industry, he got a job at the Faculty of Management of the University of Primorska. He is a full-time professor in the field of management and a scientific adviser, as well as a leader or member of 20 research projects and projects in the economy field. His bibliography includes more than 700 units in the field of administrative and organizational sciences and public health (safety at work).
