



VISOKOŠOLSKO SREDIŠČE NOVO MESTO
Higher Education Centre Novo mesto
FAKULTETA ZA ZDRAVSTVENE VEDE NOVO MESTO
Faculty of Health Sciences Novo mesto

CELOSTNA OBRAVNAVA PACIENTA
Zbornik povzetkov

HOLISTIC APPROACH TO THE PATIENT
Book of Abstracts

Mednarodna znanstvena konferenca
International Scientific Conference

Novo mesto, 10. november 2016

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Stavovi studenata o značaju komunikacijskih vještina u sestrinstvu

Medicinu 21. stoljeća karakterizira usmjerenost prema bolesniku kao cjelovitom biću uvažavajući sve njegove aspekte: organske, psihološke, socijalne i duhovne. Takav holistički pristup ističe važnost pacijentu usmjerene komunikacije koja postaje važan aspekt u liječenju i time postavlja dodatne zahtjeve na obrazovanje medicinskih sestara. Cilj istraživanja bio je utvrditi stavove studenata stručnoga studija Sestrinstvo Visoke tehničke škole u Bjelovaru o značaju nekih elemenata komunikacijskih vještina (govor, čitanje, pisanje, slušanje, neverbalna komunikacija) za komunikaciju s pacijentom te ispitati eventualne razlike u stavovima između redovitih (nezaposlenih) i izvanrednih (zaposlenih) studenata. Instrument provedbe istraživanja bio je upitnik koji je sadržavao Likertovu skalu stavova, a popunilo ga je 233 studenata. Iz rezultata istraživanja proizlazi da su studenti svjesni značaja govornih vještina u komunikaciji s pacijentom, kritični u procjeni vlastitih govornih vještina, međutim, nedovoljno prepoznaju važnost praćenja stručne literature, ne pridaju dostatnu važnost govornoj i pisanoj komunikaciji na stranom jeziku, dok vještine slušanja i neverbalne komunikacije u radu s pacijentom smatraju važnim.

Ključne riječi: komunikacija, studenti, sestrinstvo

Students' Attitudes towards the Importance of Communication Skills in Nursing

The medicine of the 21st century is characterised by the orientation towards the patient as a comprehensive being, considering all the aspects: organic, psychological, social and spiritual. Such holistic approach highlights the importance of communication oriented towards the patient, which has become a significant aspect in the treatment, and has resulted in additional demands regarding nursing education. The objective of this research was to determine the attitudes of students of the professional study programme of Nursing at the Technical College in Bjelovar about the importance of some communication skills elements (speaking, reading, writing, listening, non-verbal communication) in patient communication, as well as to examine the potential differences in attitudes between full-time (unemployed) and part-time (employed) students. The instrument used in the research was a questionnaire based on the Likert scale, and it was completed by 233 students. The research results indicate that students are aware of the importance of speaking skills in patient communication, and critical in the assessment of their own speaking skills. However, they insufficiently recognise the importance of being up-to-date with the professional literature and do not give enough importance to the spoken and written communication in a foreign language, while they consider listening skills and non-verbal communication to be important in working with patients.

Key words: communication, students, nursing

Redna telesna dejavnost bolnikov s srčnim popuščanjem in vloga medicinske sestre pri tem

Redna telesna dejavnost velja za obetajoč način zdravljenja bolnikov s srčnim popuščanjem, saj pomembno poveča telesno zmogljivost in zagotavlja večjo kakovost življenja. Uporabljena je bila deskriptivna metoda dela. Opravljen je bil pregled in analiza znanstvene ter strokovne literature, objavljene od leta 2005 do 2016. Literaturo smo iskali s pomočjo vzajemne bibliografsko-kataložne baze podatkov COBIB.SI, podatkovnih baz CINAHL in Medline ter drugih relevantnih tiskanih in elektronskih virov. Z vsebinsko analizo 16 znanstvenih člankov smo ugotovili, da izvajanje telesne dejavnosti bolnikov s srčnim popuščanjem izboljšuje kakovost njihovega življenja, telesno moč in vzdržljivost ter vpliva na zmanjšanje števila hospitalizacij in umrljivosti. Pregled literature je pokazal, da učinki redne telesne dejavnosti ugodno vplivajo na bolnika s srčnim popuščanjem. Zato je zelo pomembna načrtovana in kontinuirana zdravstvena vzgoja bolnikov, saj bolnik v tem procesu pridobi znanje in veščine s področja telesne dejavnosti. Pri tem ima medicinska sestra pomembno vlogo, saj s svojim znanjem bolnika spodbuja, ga uči in mu svetuje.

Ključne besede: kakovost življenja, telesna dejavnost, zdravstvena vzgoja

Regular Physical Activity of Patients with Heart Failure and Nurse's Role

Regular physical activity is considered a promising way to treat patients with heart failure as it increases physical performance and improves the quality of life. The descriptive method of work was used. A literature review and analysis were conducted using the printed and electronic sources from the catalogue bibliographic database COBIB.SI, databases CINAHL and Medline, published in the period between the years 2005 and 2016. The analysis of 16 scientific articles showed that physical activity in patients with heart failure improves their quality of life, physical strength and endurance as well as leads to a reduced number of hospitalisations and mortality rate. The literature review showed that regular physical activity has beneficial effects on patients with heart failure. Therefore, planned and continuous health education of patients is of great importance as patients gain knowledge and skills related to physical activity in the process of health education. The nurse has an important role in promoting, teaching and advising patients.

Key words: quality of life, physical activity, health education

Utjecaj zdravstvene informacijske tehnologije na kakvoću zdravstvenog osiguranja

Zdravstveni podaci, prema svim europskim propisima, su među najosjetljivijim podataka i njihova obrada i nepravilna upotreba može imati vrlo negativne posljedice na živote pojedinaca. Pribrojimo visoke troškove zdravstva i problem političke pristupe, možemo zaključiti da je u primjenu elektroničkog zdravstva otvara zbirku društvenim, financijskim, političkim, kliničkih i tehnička pitanja. Sve više zemalja uvodi informacijsku i komunikacijsku tehnologiju u zdravstveni sustav kroz elektroničke zdravstvene kartone, telemedicinu, upravljanje znanjem o zdravlju, virtualne zdravstvene timove, mobilno zdravstvo, liječenje temeljeno na prikupljenim podacima o obrađenim slučajevima te upravljanje specijalističkim medicinskim podacima. U ovom članku ćemo se usredotočiti na istraživanje utjecaja informacijske i komunikacijske tehnologije na cjelokupni sustav zdravstvene zaštite; njegov utjecaj na rad zdravstvenih djelatnika i pacijenata. Informatizacija zdravstva je put naprijed kako bi se osigurao bolji zdravstveni sustav i briga za građane EU-a.

Cljučne riječi: zdravstvo, informatizacija, podaci, utjecaj

Impact of Health Information Technology on the Quality of Health Insurance

Healthcare data, according to all European regulations, are among the most sensitive data and its processing and improper use can have very negative consequences on the lives of individuals. If one adds the high cost of health care and the problem of political approaches, we can conclude that the implementation of electronic health care opens the collection of social, financial, political, clinical and technical questions. More and more countries introduce information and communication technology in the healthcare system through electronic health records, telemedicine, health knowledge management, the virtual healthcare teams, mobile health care, treatment based on collected data on processed cases and management of specialist medical data. In the article we will focus on studying the impact of ICT on the entire healthcare system; its influence on the work of healthcare professionals and patients. Computerisation of health care is the way forward to ensure better healthcare system and care for EU citizens.

Key words: health care, computerisation, data, impact

Celostna obravnava pacienta pri fluoresceinski angiografiji

Fluoresceinska angiografija je neizogibna, invazivna diagnostična metoda pri zdravljenju žilnih bolezni mrežnice, ki se jo uporablja za postavitve diagnoze in za natančno določitev področja, ki ga je treba zdraviti z laserjem, ali za ugotovitev sprememb na očesnem ozadju, ki vplivajo na vid. Kakovost posnetih slik je odvisna od izkušenj fotografa in bolnikovega sodelovanja. Negativen vpliv na kvaliteto slik imajo še: slaba preglednost medija, nezadostno razširjena zenica, prepočasno in nezadostno injiciranje barvila in nezanesljiva ali slabo konfigurirana oprema ali napaka pri procesiranju angiograma. Fluoresceinska angiografija je diagnostični postopek, ki od medicinske sestre zahteva posebno vrsto znanja. Medicinska sestra mora pripraviti dokumentacijo, pripraviti pacienta in ustrezno izvesti preiskavo. Pacienta obravnava celostno, tako da ugotavlja njegove fizične, psihične, socialne in duhovne potrebe. Medicinska sestra se skozi pogovor s pacientom seznanja s psihofizičnim stanjem pacienta ter sproti ugotavlja potrebo po zdravstveni negi.

Ključne besede: fluoresceinska angiografija, medicinske sestre, pacienti

Holistic Treatment of the Patient at Fluorescein Angiography

Fluorescein angiography is inevitable, invasive diagnostic method in the treatment of vascular diseases of the retina, used for establishing the diagnosis and precisely defining the areas to be treated with laser, or for determining changes in the eye fundus that affect vision. The quality of the captured images depends on the experiences of the photographer and patient's cooperation. The quality of the images is also negatively impacted by: the lack of transparency of the medium, insufficiently dilated pupils, too slow and insufficient injection of colouring agents, and insecure or badly configured equipment or error in angiogram processing. Fluorescein angiography is a diagnostic procedure that requires specific knowledge of the nurse. The role of the nurse is adequate documentation preparation, preparation of the patient and appropriate implementation of the examination. The nurse treats patients holistically through identification of their physical, psychological, social and spiritual needs. Through conversation with the patient, the nurse becomes acquainted with the patient's mental and physical condition, and simultaneously establishes the need for nursing care.

Key words: fluorescein angiography, nurse's role, patient's cooperation

Vloga medicinske sestre pri neplodnem paru

Temeljna želja skoraj vsakega človeka je, da si pri določeni starosti ustvari družino. Načrtovanje naraščaja nekaterim ljudem ne predstavlja problemov. Obstajajo pa tudi taki, ki kljub trudu in veliki želji po naravni poti ne morejo priti do otroka. Neplodnost je nezmožnost zanositve po enem letu rednih spolnih odnosov in velja za vse pogostejšo težavo današnjega časa. Neplodni pari se v času zdravljenja spopadajo s številnimi težavami na fizičnem in psihološkem področju. Partnerja gresta ob soočanju z neplodnostjo skozi različne faze, med katerimi se srečujeta z izgubami in stresom. Neplodnost vpliva na posameznika in na odnos med partnerjema ter na delovanje para v vsakdanjem življenju. V prispevku predstavljamo vlogo medicinske sestre pri obravnavi neplodnega para. Izvedli smo študijo primera, v katerem smo spremljali par med zdravljenjem neplodnosti. Ugotovili smo, da je pri tem izredno pomembna vloga medicinske sestre. Ta mora imeti veliko znanja in komunikacijske spretnosti ter visoko stopnjo empatije. Prepoznati mora potrebe, ki jih ima neploden par, ter znati svetovati. Neplodni par mora vključiti v zdravstveno vzgojo, motivirati ga in spodbujati k aktivnemu sodelovanju v času zdravljenja ter k zdravemu načinu življenja.

Ključne besede: neplodnost, zdravljenje, medicinske sestre

The Role of the Nurse in Infertile Couples

A fundamental wish of almost every human being at some age is to create their own family. Planning a child does not present any special problem to some people, but nowadays there are a lot of couples, who despite all efforts and big wishes, are not able to have a child in a natural way. Infertility is the inability to get pregnant after one year of regular sexual relations and the rate of infertility has been increasing during the recent years. During their treatment, the infertile couples face different problems of physical and psychological nature. They go through various phases, where they face losses and stress. Infertility affects the individuals and the couple relationship as well as everyday life situations. The article presents the role of nurses in treating infertile couples. We performed a case study in which we discussed an infertile couple, going through infertility treatments. What we found out is, that the role of the nurse in the process of treating infertile couples is extremely important. The nurse must possess an extensive amount of knowledge, good communication skills and a high level of empathy. The nurse must recognise the needs of the infertile couple and has to know how to advise them properly. The infertile couple should be included in health education, motivated and encouraged by nurses for the active participation during treatment and a healthy lifestyle.

Key words: infertility, treatment, nurse

Research on Health Qigong Exercise as Prevention of Cardiovascular Disease

The purpose of the research was to provide the scientific basis for training of Health Qigong exercises, in order to find suitable exercising methods for preservation of functions of cardiovascular system and prevent or reduce the occurrence of cardiovascular diseases. Through the practical observation of the effects of the four Health Qigong exercises the following factors were tested (Polar FT80 - heart rate, XXG-D - core blood vessel function, the Subhealth Questionnaire): cardiovascular and other indicators, i.e. the lowest heart rate, maximum heart rate, average heart rate, energy consumption, etc. The testing was done on the group of 60 middle-aged and elderly people, randomly divided into two groups of 30, one experimental group that practiced four HQGE and the other, the control group who didn't adopt any new exercises and kept on with their regular daily routine. The results of the experimental group showed that after the practices, the blood pressure have significant dual-direction regulation, the myocardial contraction is increased as well as stroke volume and the ability of heart pump compensation; Within the control group there were no significant changes.

Key words: Health Qigong, heart blood vessels, disease prevention

Raziskava o zdravilni Qigong vadbi za preprečevanje bolezni srca in ožilja

Namen raziskave je bil zagotoviti znanstveno podlago zdravilne Qigong vadbe, da bi našli primerne vadbene metode za ohranitev funkcij srca in ožilja ter preprečevanja ali zmanjšanja pojavnosti kardivaskularnih obolenj. Skozi praktično opazovanje učinkov štirih vadb zdravilnega Qigonga smo testirali (merilec srčnega utripa z uro Polar FT80, XXG-D merilec žilne funkcije, vprašalnik o slabšem zdravju) naslednje: srčno-žilni in druge kazalnike, t.j. najnižji srčni utrip, najvišji srčni utrip, povprečni srčni utrip, poraba energije, itd. Testiranje smo izvedli v skupini 60 ljudi, v srednjih letih in starejših, naključno razdeljeni v dve podskupini po 30 ljudi. Ena je bila eksperimentalna skupina, ki je izvedla štiri vadb zdravilnega Qigonga, druga je bila kontrolna skupina, ki ni izvajala nobene vaje in nadaljevala s svojo redno dnevno rutino. Rezultati eksperimentalne skupine so pokazali, da je po vadbi krvni tlak imel pomembno dvosmerno uravnanost, krčenje miokarda se je povečalo, prav tako tudi moč udarcev srca ter sposobnost kompenzacije črpanja; pri kontrolni skupini ni bilo bistvenih sprememb.

Ključne besede: zdravilni Qigong, ožilje srca, preventiva bolezni

Individualizacija kariere v zdravstveni negi

Zdravstvena stroka je enotna v ugotovitvi, da k napredku in zagotavljanju kakovosti zdravstvenega varstva bistveno prispeva tudi karierni razvoj medicinskih sester. Spremembe v organizacijski strukturi, pri poslovanju v podjetjih in potrebah po človeških virih vplivajo na načrtovanje kariere in od posameznika zahtevajo veliko prilagodljivosti. V zadnjem času stopa v ospredje individualizacija kariere poti, kjer je posameznik ultimativno odgovoren za svojo kariero. Sam mora poskrbeti za svojo uveljavitev s pridobljenim znanjem, spretnostmi in zmožnosti ter pri tem aktivno usmerjati razvoj lastne kariere. Z metodo dedukcije in primerjalno metodo smo ugotavljali, da bodo tudi medicinske sestre vseh profilov morale prevzeti odgovornost in nadzor nad razvojem lastne kariere, pri tem pa ne smemo zanemariti tudi znatnega vpliva nekaterih organizacijskih oblik.

Ključne besede: kariera, razvoj kariere, zdravstvena nega, medicinske sestre

Individualisation of Career in Nursing Care

The area of nursing expertise is unified in determining that the career development of nurses significantly contributes to the progress and quality of health care. Organisational and business changes as well as human resources needs have a great impact on career planning, consequently a flexible individual is preferred. The modern career conception emphasises the individualisation of the career path, where the individual is ultimately responsible for their own career. Thus, the individual has to enforce and expose their knowledge, skills and abilities, and at the same time display an active role in own career development. The deduction method and the comparative method were used to highlight that all nursing profiles will be obliged to take on responsibilities and control over their career development. However, the impact of some organisational forms on the career cannot be ignored either.

Key words: career, career development, nursing care, nurse

Moški in ženske v zdravstveni negi skozi oči pacientov

Skozi zgodovino se je vloga moških v zdravstveni negi spreminjala. Število moških, zaposlenih v zdravstveni negi, je do 20. stoletja upadalo, nato pa se je ta trend obrnil navzgor. Namen prispevka je opisati spreminjanje vloge moškega izvajalca zdravstvene nege v različnih časovnih obdobjih in pokazati, da uporabniki zdravstvenih storitev ne razlikujejo med izvajalci zdravstvene nege po njihovem spolu, temveč le po kakovosti opravljenih storitev. Ugotoviti želimo tudi posredno zadovoljstvo izvajalcev zdravstvene nege z opravljenim delom in poklicem. Pregled domače in tuje znanstvene in strokovne literature je omogočil opredelitev teoretičnih izhodišč, podatke pa smo pridobili z anketiranjem. V spletni anketi je sodelovalo 238 oseb, od tega 28,57 % moških in 71,43 % žensk. Povprečna starost anketirancev je bila 35 let. Rezultati so pokazali, da glede na spol izvajalca zdravstvene nege in anketiranca ni zaznati statistično značilnih razlik pri 11 osebnostnih lastnostih, medtem ko smo jih pri 7 zaznali. Večini anketirancev je vseeno, ali jih oskrbujejo moški ali ženski izvajalci zdravstvene nege. Po mnenju večine ni razlik glede zaznavanja zadovoljstva z opravljenim delom glede na spol izvajalca. Pregled literature in obstoječih podatkov je pokazal, da se vloga in pomen moških v zdravstveni negi krepi.

Ključne besede: moški, zdravstvena nega, zadovoljstvo, stereotipi

Men and Women in Nursing Care Through the Eyes of Patients

The role of men in nursing care has been changing throughout history. The number of men employed in nursing care was in decline, however, the trend has reversed since the 20th century. The purpose of this thesis is to describe the changing role of men in nursing care in different time periods. Another goal is to show that users of medical services do not differentiate between providers of nursing care by their gender. For them, the only important factor is the quality of services. We also want to determine the satisfaction of nursing personnel with their performed work and occupation. The review of domestic and foreign scientific and professional literature enabled the theoretical background of the main concepts. The survey with random sampling was used as a data collection technique. A total of 238 respondents participated in an online survey, of which 28.57% were men and 71.43% were women. The average age of respondents was 35 years. The results of the survey showed that there were no statistically significant differences in 11 personality characteristics as far as the gender of the nursing care provider is concerned. However, certain differences were observed in 7 personality characteristics. Most respondents are indifferent to whether they are being cared for by a male or a female nursing care provider. Most of the participants think that there are no differences in the perception of satisfaction with the work performed by male or female nursing care providers. The research showed that the role and position of men in nursing care is improving.

Key words: men, nursing care, satisfaction, stereotypes

Senzibiliziranost stanovništva ruralnoga područja o značajnosti preventivnih mjera kod raka dojke

Rak dojke je najčešći zloćudni tumor i vodeći uzrok smrti kod žena te time predstavlja sve značajniji javnozdravstveni problem. Svrha ovoga istraživanja jest identificirati utjecaj sociodemografskih karakteristika ispitanica na primjenu preventivnih mjera kod raka dojke. U istraživanje je slučajnim odabirom uključeno 213 ispitanice različite životne dobi iz Općine Vidovec. Istraživanje je provedeno početkom prosinca 2015. do kraja veljače 2016. godine. Rezultati istraživanja pokazali su da ispitanice starije životne dobi i ispitanice s višim stupnjem obrazovanja su senzibiliziranije na važnost odaziva redovitim preventivnim pregledima (mamografija) u odnosu na ispitanice mlađe životne dobi. Međutim, kada je riječ o samopregledu dojke kao jednoj od najdostupnijih mjera prevencije raka dojke, istraživanje je pokazalo da starije i mlađe ispitanice kao i one s višim i nižim stupnjem obrazovanja podjednako ne poznaju i ne primjenjuju ovaj oblik prevencije. Rezultati ovog istraživanja ukazali su na značajnost edukacije stanovništva svih dobnih skupina, kako bi ih se senzibiliziralo i potaknulo na primjenu preventivnih mjera putem samopregleda i mamografije.

Ključne riječi: rak dojke, samopregled, mamografija, prevencija

Sensibility of Rural Population to Importance of Preventative Measures for Breast Cancer

Breast cancer is the most common malignancy and the leading cause of death in women, and therefore represents an increasingly important public health issue. The aim of this study is to identify the influence of socio-demographic characteristics of the respondents on the implementation of preventative measures for breast cancer. The study included 213 randomly selected women of different age from the municipality of Vidovec. The survey was conducted from early December 2015 until the end of February 2016. The results demonstrate that older and highly educated respondents are more aware of the importance of responding to regular preventive examinations (mammography) than younger women. However, when it comes to breast self-examination as one of the most accessible measures of breast cancer prevention, the study has shown that older and younger respondents, as well as those with higher and lower education alike, are not familiar and do not apply this form of prevention. The study results highlight the importance of educating the population of all ages, in order to sensitise and encourage them to take preventative measures through self-examination and mammography.

Key words: breast cancer, self-examination, mammography, prevention

Podporne mreže mater z motnjo v duševnem razvoju

Ženske z motnjo v duševnem razvoju so vedno imele otroke, s sodobnimi procesi vključevanja v večinsko družbo jih ima otroke čedalje več. Namen raziskave je osvetliti razmere in pogoje, v katerih ženske z motnjo v duševnem razvoju živijo svoje materinstvo v Sloveniji, ter opozoriti na potrebo po vzpostavitvi strokovne podpore. Uporabljena je bila kvalitativna metodologija in poglobljeni intervjuji z 12 mamami z motnjo v duševnem razvoju in so vključene v slovenske varstveno-delovne centre. Eno od osrednjih raziskovalnih vprašanj je bilo: kako dobro razvite podporne mreže pozitivno vplivajo na kakovost materinstva. Izsledki kvalitativne raziskave kažejo na to, da velikost in sestava podpomih mrež vplivata na uspešnost skrbi za otroke. Materinstvo ne poteka v izolaciji, mame svoje materinske naloge delno razdelijo ljudem, ki jih imajo v svojih podpomih mrežah. Mame, ki imajo dobro razvite podporne mreže, lahko dovolj dobro skrbijo za svoje otroke in živijo skupaj z njimi.

Ključne besede: materinstvo, duševne motnje, podporne mreže, družbeni odnosi

Support Networks of Mothers with Intellectual Disabilities

Women with intellectual disabilities have always had children, and with the modern processes of integration into the mainstream society, more and more people with intellectual disabilities decide to have children. The purpose of this research is to shed light on the circumstances and conditions in which women with intellectual disabilities experience their motherhood in Slovenia, and to bring attention to the need of establishing professional support for them. We used qualitative methodology and performed 12 in-depth interviews with mothers included in Slovenian institutions for people with intellectual disabilities. One of the main research questions was: how do well-developed support networks positively impact the quality of motherhood? The results of the research show that the size and organisation of the support networks have a major impact on the quality of motherhood. Motherhood is not conducted in isolation, mothers with intellectual disabilities distribute their mothering activities among the support persons in their support networks. Mothers with a well-developed support network, are able to adequately care for their children and live with them.

Key words: motherhood, women with intellectual disabilities, support networks, social relations, support

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Obravnavanje dementnih oseb z metodo validacije

Pojavnost demence tudi v Sloveniji narašča. Prizadene spodobnost komuniciranja, kar pa pomembno vpliva na interakcijo med dementno osebo in ostalimi. Zato je pomembno poznati pristope, ki omogočajo vzpostavitev odnosa s tako osebo in s tem uspešnejšo obravnavo. Eden takih je metoda validacije. Ugotavljali smo, kakšne so po mnenju delovnih terapevtov prednosti uporabe te metode. V kvantitativni raziskavi smo podatke zbirali s spletnim anketnim vprašalnikom, na katerega je odgovorilo 54 delovnih terapevtov. Večina anketiranih metodo validacije pozna in jo uporablja pri svojem delu (74 %). Po mnenju anketirancev dementne osebe zaradi uporabe te metode potrebujejo manj pomirjeval, so bolj motivirane za izvedbo aktivnosti, imajo boljšo samopodobo in pogosteje komunicirajo z delovnim terapevtom. Metoda validacije je torej precej uspešna pri obravnavi dementne osebe, zato jo morajo uporabljati vsi člani tima. Pomembno pa je, da imajo dovolj znanja o demenci, metodi validacije in komunikaciji. Le tako je lahko obravnavanje take osebe timsko, holistično in temelji na individualnih potrebah ter vodi k njenemu boljšemu počutju in večji kakovosti življenja.

Ključne besede: dementne osebe, metoda validacije, delovni terapevti

Using the Validation Method as a Treatment Approach for People with Dementia

An increasing number of people in Slovenia are diagnosed with dementia. This condition affects the ability to communicate and influences interactions between the person with dementia and others. Therefore, it is crucial to develop treatment approaches that would enable better connection with the person with dementia, also improving treatment outcomes. A method of validation has been proposed as one of the approaches. We wanted to establish the view of occupational therapists regarding the method of validation and its benefits. In the quantitative study the data were collected using online questionnaires, and 54 occupational therapists were the respondents. Most therapists included in the study were familiar with the validation method and had been using it in their work with people with dementia (74%). According to the respondents, when the method of validation is successfully implemented, persons with dementia require less sedation therapy and are more motivated to perform daily activities. Furthermore, their self-image improves and they more frequently communicate with the occupational therapist. The validation method is an effective treatment approach for people with dementia, so all team members should adopt it. Knowledge of dementia, the validation method and communication is necessary for implementing this method. A treatment approach that is multidisciplinary, holistic and considers the needs of the individual with dementia can support the person's well-being and quality of life.

Key words: person with dementia, validation method, occupational therapist

Informacije na spletnih straneh slovenskih bolnišnic

Danes večina odraslih ljudi v razvitem svetu išče zdravstvene informacije po internetu, vključno z informacijami na spletnih straneh bolnišnic. Ker pa so bolnišnice ključne posredovalke zdravstvenih informacij in zdravstvene vzgoje, so njihove spletne strani postale nepogrešljiv standard. Številne študije so pokazale, da je komunikacija, še posebej pa uporaba jezika, pomembna za zdravje pacientov, saj lahko jezikovne ovire zmanjšajo kakovost zdravljenja in celo poslabšajo zdravstveni status pacienta. Zato se pojavlja vprašanje, kakšna je kakovost zdravstvenih informacij, objavljenih na spletnih straneh slovenskih bolnišnic. V Slovenijo prihaja vedno več tujcev, ki se želijo zdraviti v slovenskih bolnišnicah (zdravstveni turizem). Redno pa tujci obiskujejo Slovenijo zaradi gospodarskih povezav ali kot turisti ali pa jo le prečkajo, zato je pomembno, da slovenske bolnišnice ponujajo informacije tudi v angleškem jeziku. V septembru 2016 smo analizirali vsebine spletnih strani desetih splošnih bolnišnic in dveh univerzitetnih kliničnih centrov. Raziskava je pokazala, da slovenske bolnišnice ponujajo malo informacij in še te so nekakovostne.

Ključne besede: bolnišnice, spletne strani, zdravstvene informacije, angleški jezik

Information on the Websites of Slovene Hospitals

Today, most adults in the developed world are searching for medical information on the Internet, including the websites of hospitals. Due to the fact that hospitals have the crucial role in providing medical information and health education, having a website has become a hospital standard. Several studies have shown that communication, especially the use of language, is important for the patients' health, since language barriers may reduce the quality of treatment and even worsen their health status. Consequently, one may question the quality of medical information published on the Slovene hospitals' websites. The number of foreign citizens coming to Slovenia with the intention of using Slovene hospitals' services is increasing (health tourism). Moreover, Slovenia is regularly visited by foreign citizens for economic and tourism purposes, some are even daily in transit, therefore it is important that Slovene hospitals also offer their information in English language. In September 2016, we performed the website content analysis of ten Slovene general hospitals and two University Medical Centres. The research showed that, unfortunately, websites of Slovene hospitals neither offer much nor quality information.

Key words: hospitals, websites, medical information, English language

Izkušnje in model skupnostne psihiatrične obravnave na primarni ravni

V letu 2013 so v Sloveniji pričeli delovati štirje regijski centri - multidisciplinarni timi skupnostne psihiatrične obravnave (SPO) na primarnem nivoju zdravstvenega varstva. Gre za specialistično zunajbolnišnično zdravstveno dejavnost. Nosilci te dejavnosti so zdravstveni domovi. Multidisciplinarni tim sestavljajo: psihiatrinja, dve medicinski sestri s specialnim znanjem, delovna terapevtka in psihologinja. V obravnavo so vključeni predvsem posamezniki s hudimi in ponavljajočimi se duševnimi motnjami. Najpomembnejši razlog (in potreba) za obravnavo oseb z duševnimi težavami v domačem okolju je, da so zdravljenje, podpora, povezana mreža različnih služb in domačih ljudi učinkovit pristop, ki vpliva predvsem na izboljšanje sodelovanja pri zdravljenju in višjo kakovost življenja bolnikov in njihovih bližnjih. Strokovna pomoč in zdravljenje sta ponujena tudi tistim posameznikom, ki do nje do sedaj niso prišli. Tim SPO Posavje je osnovni generični multidisciplinarni mobilni zdravstveni tim (Community Mental Health Team – CMHT), ki izvaja različne vrste psihiatričnih storitev. Avtorica v prispevku predstavlja model delovanja službe skupnostne psihiatrične obravnave za Posavje, ki vključuje občine Sevnica, Krško, Kostanjevica na Krki in Radeče, torej za 75.000 prebivalcev.

Ključne besede: psihiatrična obravnava, zdravstveno varstvo, multidisciplinarni timi, duševne motnje

Experience and Model of Community Psychiatric Treatment on the Primary Level

In 2013, four regional centres started to operate in Slovenia - multidisciplinary teams of community psychiatric treatment on the primary level of health care. It is a specialist out-of-hospital care, where the operators are health centres. Multidisciplinary team is composed of: psychiatrist, two nurses with special skills, occupational therapist and psychologist. The treatment primarily includes individuals with severe and recurrent mental disorders. The most important reason and need for treating people with mental health problems in the domestic environment is that treatment, support, integrated network of different services and local people is an effective approach that affects primarily the improvement of cooperation in treatment and better quality of life for patients and their significant others. Professional help and treatment is now offered to those individuals who have not yet had a chance to get any psychiatric treatment. The SPO Posavje is a basic generic multidisciplinary mobile medical team (Community Mental Health Team - CMHT), which performs various types of psychiatric services for a population of 75,000 people. The paper presents a model of the community psychiatric treatment service Posavje, including the municipalities of Sevnica, Krško, Brežice Kostanjevica na Krki and Radeče.

Key words: community psychiatric treatment, primary level health care, multidisciplinary team, severe mental disorder

The New Global Risk – Zika Virus

Nowadays, the topic Zika is coming to the foreground. Zika is a virus transmitted mostly by the *Aedes Aegypti* mosquito and it may cause Zika fever or may be without symptoms. It presents high risk to pregnant women, whose children can be affected by severe malformations. The Zika virus was first identified in monkeys in Uganda in 1947 and in humans also in Uganda and Tanzania in 1952. The first large epidemic broke out in Micronesia in the Pacific Ocean in 2007. It reached the level of pandemic in South America in 2015. Currently, Brazil is the most affected country, where the number of infected ones is going up to 1.5 million. France is a European country with the largest number of infected people, it is 880. There are 10 cases of infected people in the Czech Republic. The Zika virus has not been treatable so far. Many scientists from different countries work on the drug. The Czech team of scientists from Biology Centre of Academy of Science (ASCR) and Veterinary Research Institute in Brno discovered the substance directly blocking viral replication in a host cell. The staff of the Institute of Organic Chemistry and Biochemistry ASCR modifies these molecules to a medicine. This work investigates the Zika virus from all points of view. It elaborates information about the known symptoms. A part of the presentation is given to the way of transmittal and diagnostics. It studies prevention as well.

Key words: Zika virus, pandemic, diagnostics, prevention

Novo globalno tveganje – Zika virus

V zadnjem času postaja tema o virusu Zika vedno bolj aktualna. Zika je virus, ki se prenaša predvsem preko vboda komarja *Aedes Aegypti* in lahko povzroči vročico, lahko pa okužba poteka tudi brez simptomov. Predstavlja veliko tveganje za nosečnice, saj lahko okužba privede do hudih okvar na razvijajočem se otroku. Zika virus je bil prvič identificiran pri opicah v Ugandi leta 1947, leta 1952 pa tudi pri ljudeh v Ugandi in Tanzaniji. Prva velika epidemija je izbruhnila v Mikroneziji v Tihem oceanu leta 2007. Leta 2015 je okužba z virusom Zika dosegla raven pandemije v Južni Ameriki. Trenutno je najbolj prizadeta država Brazilija, kjer je število okuženih naraslo na 1,5 milijona ljudi. Evropska država z največjim številom okuženih oseb je Francija, kjer je okuženih 880 ljudi. V Češki republiki je zabeleženih 10 primerov okuženih ljudi. Zika virus doslej ni bil ozdravljiv. Mnogi znanstveniki iz različnih držav se ukvarjajo z razvijanjem zdravila. Češke ekipe znanstvenikov iz Biološkega centra Akademije za znanost (ASCR) in Veterinarskega raziskovalnega inštituta v Brnu so odkrile snov, ki neposredno blokira razmnoževanje virusa v celicah gostitelja. Osebe Inštituta za organsko kemijo in biokemijo ASCR se ukvarja z modifikacijo molekul te snovi za uporabo v medicini. Prispevek obravnava Zika virus iz vseh zornih kotov. Podaja informacije o znanih simptomih, del prispevka je namenjen načinu prenašanja virusa in diagnostiki, preučuje pa tudi preventivo.

Gljučne besede: Zika virus, pandemija, diagnostika, preprečevanje

Pomen praktičnega znanja prve pomoči pri zapori dihalne poti s tujkom

Zapore dihalne poti s tujkom niso pogoste, lahko pa ogrožajo življenje. Takojšnje prepoznavanje, razlikovanje med delno in popolno zaporo ter ustrezna prva pomoč so ključni za preprečevanje zapletov ali celo smrti zaradi zadušitve. Namen prispevka je primerjati raven poznavanja sodobnih smernic in praktičnega obvladovanja postopkov prve pomoči na primeru delne in popolne zapore dihalnih poti med laiki in zdravstvenimi delavci na območju Gorenjske. Zbiranje podatkov v okviru deskriptivne metode dela je potekalo z oceno ukrepanja anketirancev na modelu Choking Charlie (Leardal). Raziskovalni vzorec je zajemal 50 laikov in 50 zdravstvenih delavcev. 71 % vseh anketirancev pri delni zapori ukrepa neprimerno. Stanje popolne zapore dihal je prepoznalo 16 % anketiranih laikov in 70 % zdravstvenih delavcev. Pri popolni zapori dihal 42 % laikov nepravilno izvaja udarce med lopaticami in 68 % jih neprimerno izvaja stiske na trebuhu med popkom in žličko. Ugotovljene razlike med laiki in zdravstvenimi delavci kažejo na boljše, vendar ne povsem zadostno praktično znanje izbranih ukrepov prve pomoči pri zdravstvenih delavcih. Smiselno bi bilo pogostejše obnavljanje praktičnega znanja z uporabo sodobnih učnih pripomočkov.

Ključne besede: prva pomoč, dihalne poti, tujki

The Importance of Practical Knowledge of First Aid in Foreign Body Airway Obstruction

Airway obstructions by a foreign body are not common, but they can be life-threatening. Immediate recognition of the blockage of airways by a foreign body, differentiation between a partial and complete airways blockage, and performing the appropriate first aid are of key importance to prevent complications or even death due to suffocation. The purpose of the paper is to compare the level of knowledge of modern first aid guidelines as well as practical knowledge of first aid procedures in the case of a partial or complete airways blockage among healthcare professionals and lay individuals in Gorenjska region. Data gathering in the scope of the descriptive method was based on the evaluation of the respondents' actions using dolls Choking Charlie (Leardal). The research sample included 50 lay individuals and 50 healthcare professionals, all chosen randomly. 71% of all respondents responds inappropriately in the occurrence of the partial blockage. Only 16% of the surveyed lay individuals and 70% of healthcare workers can identify a complete blockage of airways. In the case of a complete blockage, 42% of lay people incorrectly carry the out strikes between shoulder blades and 68% of them incorrectly carry out pressure on the stomach, known as the Heimlich manoeuvre. The identified differences in knowledge between lay individuals and healthcare professionals show better, however, still not quite sufficient practical knowledge of selected first aid measures by healthcare workers, indicating a need for a more frequent renewal of practical knowledge using modern teaching aids.

Key words: first aid, airway obstruction, foreign body removal, foreign body

Spletni izobraževalni moduli za izvajanje kognitivne vedenjske terapije pri depresivno anksioznih motnjah

Pomemben del zdravstvene obravnave pacientov z duševnimi motnjami je psihoterapija. Terapevtski pogovor je možno izvajati tudi na daljavo, pri čemer si pomagamo s komunikacijskimi kanali. Med njimi izpostavljam svetovni splet. Eden izmed načinov učinkovite uporabe spleta so spletni izobraževalni moduli za kognitivno vedenjsko terapijo. V raziskavi smo uporabili deskriptivno metodo dela. Za zbiranje podatkov smo uporabili metodo pregleda literature. Literaturo smo iskali s pomočjo portala DiKul. S prebiranjem naslovov smo iz začetnih 106 zadetkov izločili 73 enot literature. Med njimi smo s pomočjo prebiranja izvlečkov izločili še 17 enot literature. Izmed preostalih 15 enot literature smo v končni analizi upoštevali 7 izvirnih znanstvenih člankov. Ugotovili smo, da se izobraževalni moduli v praksi ne pojavljajo samostojno, temveč je posredovana vsebina razdeljena na več izobraževalnih modulov, ki skupaj tvorijo izobraževalni cikel. S pregledom literature nismo mogli dokazati uspešnosti samostojnega delovanja spletnih izobraževalnih modulov, zaradi nujnega vmešavanja raziskovalca v raziskavo. Zaradi velike prevalece, dolgotrajnega zdravljenja in pomanjkanja strokovnjakov za obravnavo oseb z depresijo v Sloveniji, so spletni izobraževalni moduli možna komplementarna metoda ob klasični zdravstveni obravnavi.

Ključne besede: depresija, kognitivna vedenjska terapija, splet

Internet-Based Cognitive Behaviour Therapy Education Modules for Treatment of Depression and Anxiety

In mental health, psychotherapy is an important part of patient treatment. Moreover, the therapeutic communication can be also conducted without physical contact with the help of many different communication channels, pointing out the World Wide Web. One of the efficient ways of using the Web are Internet-based cognitive behavioural therapy (iCBT) education modules. In this research we used the descriptive method and literature review for data collection. Literature was obtained with DiKul search engine. From the first 106 hits we excluded 73 units of literature according to their titles. With further abstract analysis we excluded 17 units of literature which resulted in 15 units of literature used for this article. After extended reading, we performed the final analysis of 7 original scientific articles. We determined the typical structure of iCBT modules, which do not appear individually but rather combined thematically in an educational cycle. With this review we could not determine the efficiency of the independent use of iCBT modules due to the interference of researcher required for data collection. Because of the high prevalence, long-term treatment and a lack of mental health professionals in Slovenia, using iCBT modules can be a possible complementary method to the traditional way of treating anxiety and depression.

Key words: depression, cognitive behaviour therapy, Internet, World Wide Web

Nasilje nad zaposlenimi v zdravstveni negi

V prispevku predstavljamo rezultate petih raziskav o nasilju nad zaposlenimi v zdravstveni negi. V raziskave smo vključili zaposlene na področju psihiatrije, v domovih starejših občanov, v reševalnih službah, patronaži in centrih za zdravljenje odvisnosti. Raziskave smo izvedli z neeksperimentalno vzorčno metodo. Inštrument raziskave je bil strukturiran anketni vprašalnik. Raziskave smo izvedli v letih 2013 do 2016. Podatki so bili analizirani z opisno statistiko, korelacijo, testom Kolmogorov-Smimov, testom Pearsonov 2, U-testom Mann-Whitney in linearno regresijo s $p < 0,05$ stopnjo značilnosti. Ugotovili smo visoko izpostavljenost zaposlenih nasilju na delovnem mestu s strani pacientov. Najbolj so izpostavljeni verbalnemu nasilju, pogosto pa tudi fizičnemu in spolnemu. Največji odstotek tega zasledimo pri zaposlenih v psihiatrični zdravstveni negi. Med raziskanimi področji je na delovnem mestu pogosto tudi lateralno nasilje. Raziskava identificira problematiko zagotavljanja varnosti in kakovosti obravnave ob izbruhu agresije. Usmerjena je na področje, ki ga sedanja regulativa in delovna praksa ne pokrivata. Raziskave na področju zdravstvene nege in ostalih deležnikov, ki prihajajo v stik z agresivnim pacientom, do sedaj niso zajemale širšega kroga deležnikov niti potrebe po dodatnem funkcionalnem izobraževanju.

Ključne besede: zdravstvena nega, nasilje, varnost, kakovost obravnave

Violence against Employees in Nursing Care

In the article we are presenting the results of five researches on violence against employees in nursing care. In our researches we included nursing care employees in psychiatric nursing care, residential care homes for older people, paramedic services, community nursing and drug addiction rehabilitation centres. Researches were carried out by the means of quantitative, non-experimental research method, with a questionnaire being used for data collection. Researches were carried out between the years 2013 and 2016. The data were analysed by the means of descriptive statistics, correlation, Kolmogorov-Smimov test, Pearson's 2 test, Mann-Whitney U test and linear regression with statistical significance value of $p < 0.05$. We found a high exposure of nursing care employees to violence by patients. In the greatest extend they are exposed to verbal violence, often also to physical violence and sexual harassment. The highest prevalence can be observed in psychiatric nursing care. We also discovered that lateral violence is common in the researched workplaces. Researches identify the issues of assuring safety and quality of treatment in the field of aggression, and are directed towards the field that has not yet been covered by the present regulative or work practice. Researches in the field of nursing care and other fields, which may deal with aggressive patients, have not yet included wider areas of work or discussed the need of additional functional training for employees.

Key words: nursing care, aggression, violence, safety, quality of treatment

Življenje v domovih starejših občanov

Daljšanje življenjske dobe prinaša tudi nove zahteve na področju zdravstvenega varstva. V institucionalnih oblikah bivanja so najpogostejše osnovne življenjske aktivnosti. Namen raziskave je bil ugotoviti, koliko lahko starejši odločajo o svojem načinu življenja, če bivajo v domu. Podatke smo zbrali z anketnim vprašalnikom. Vzorec predstavlja 58 stanovalcev iz treh domov starejših občanov v Sloveniji. Vključitveni kriterij je rezultat najmanj 23 točk pri kratkem preizkusu spoznavnih sposobnosti in prostovoljna privolitev v sodelovanje. Za analizo je uporabljena deskriptivna statistika. Pokretni stanovalci v 51,7 % navajajo, da imajo možnost svobodnega odločanja vedno, medtem ko delno pokretni stanovalci zgolj v 24,1 %. Stanovalci so najbolj omejeni glede izbire negovalnega tima ($M = 1,724$) in izbire hrane ($M = 2,621$). Možnost odločanja o osebni negi in higieni imajo na večini področij ($M = 3,845$). Pogosto imajo možnost izbire, do kdaj bodo imeli zvečer priklopljene avdio naprave ($M = 4,211$). Z raziskavo smo ugotovili, da življenje v domovih le ni tako omejeno, kot smo predvidevali. Da bi lahko zadovoljili sedanje in privabili nove stanovalce, je treba upoštevati osebne navade in potrebe stanovalcev ter izboljšati bivalne pogoje stanovalcev.

Ključne besede: starostniki, aktivnosti, svobodna volja, odločanje

Life in Residential Care Homes for Older People

Longer life expectancy brings greater demands on the healthcare systems. The most important in institutional living are basic life activities. The purpose of this research was to find out how many possibilities the older people have for free decision-making about their way of life in certain aspects of human function if they live in residential care homes. Data were collected by a questionnaire. The sample included 58 residents of three residential care homes in Slovenia. The inclusion criteria was the result of the Mini Mental State Examination of at least 23 points and the respondent's consent. Descriptive statistics was used for the analysis. 51.7% of the mobile residents said they always have an option for the free decision-making, while only 24.1% of partially mobile residents said the same. The residents are the most restricted in choosing their nursing team ($M = 1.724$) and by the choice of food or any of the meals ($M = 2.621$). The residents have the possibility of making decisions regarding personal care and hygiene in most areas ($M = 3,845$). They can often decide on when to turn off the audio devices in the evening ($M = 4.211$). The research showed that life in a residential home is not as limited as predicted. In order to satisfy the current and attract new residents, we need to consider the personal habits and needs of older people that would improve the living standards and the quality of life of residents, as well as the working conditions of employees.

Key words: older people, activity, free will, decision-making

Obravnavo dolgotrajno bolnih otrok v vzgojno-izobraževalnem procesu

Dolgotrajno bolni otroci so otroci z dolgotrajnimi oz. kroničnimi motnjami ter boleznimi, ki so zaradi zdravljenja oz. poslabšanja zdravstvenega stanja pogosto odsotni od pouka. V vzgojno-izobraževalnem procesu se zavedamo, da bolezen spremeni način življenja, kljub spremembam pa gre življenje naprej in prav šola je pogosto tista, ki otroka spomni na to, da življenje kljub bolezni teče dalje. V šoli se tega zavedamo in se trudimo ves čas celostno obravnavati učence. Ob vključitvi otroka s posebnimi potrebami v šolo oz. oddelek posebno pozornost posvečamo ustvarjanju pozitivne klime in dobremu sodelovalnemu odnosu s starši oz. skrbniki dolgotrajno bolnega učenca. Strokovna skupina na šoli izdelava individualizirani program, s katerim se določijo oblike dela na posameznih področjih oz. pri posameznih predmetih, način izvajanja dodatne strokovne pomoči, prehajanje med programi ter potrebne prilagoditve pri organizaciji, preverjanju in ocenjevanju znanja, napredovanju in časovni razporeditvi pouka. Z vsemi predvidenimi prilagoditvami naj bi otroku s posebnimi potrebami omogočili doseči vsaj minimalne cilje in standarde znanja za razred, v katerega bo vključen, na prvem mestu pa je seveda zdravje otroka.

Ključne besede: dolgotrajno bolni otroci, otroci s posebnimi potrebami, individualizirani programi

Treatment of Long-Term Sick Children in the Educational Process

Long-term sick children are considered as children with long-term or chronic disorders and diseases. They are often absent from school due to treatments or deterioration of their health condition. In the educational process, we are aware that the disease changes the child's way of life. Despite the change, life goes on and school is often the one which reminds the child of that fact. The school staff are aware of this issue and are continuously working towards a comprehensive treatment of the pupils. On integrating a child with special needs in the school, we pay special attention to creating a positive atmosphere and the good cooperative relationship with parents or guardians of the long-term sick pupil. The school's expert group forms an individualised programme, which determines forms of work in specific areas or at specific subjects, the method of implementing the additional professional assistance, the advancement between programs as well as the necessary adjustments in the organization, assessment of knowledge, progress and timing of classes. With all of the proposed adjustments, the school tries to enable the child to achieve at least the minimum objectives and standards of knowledge; nevertheless, the long-term sick children's health is still the primary consideration of the school.

Key words: long-term sick children, children with special needs, individualised programme, additional professional assistance

Vrednote pri študentih Fakultete za zdravstvene vede Novo mesto

Pri študentih zdravstvene nege se pojavljajo specifične vrednote, ki vplivajo že na izbiro študija, še bolj pa se oblikujejo kasneje, med študijem. Z raziskavo želimo ugotoviti, katere so te vrednote, kako so se spreminjale v času študija in koliko je na razvoj njihovih vrednot vplivala družinska vzgoja. V raziskavo so bili vključeni dodiplomski študenti prve stopnje, diplomanti zdravstvene nege in študenti izrednega magistrskega študija vzgoja in menedžment v zdravstvu na Fakulteti za zdravstvene vede Novo mesto. Uporabljena je bila kvantitativna metoda anketiranja z vprašalnikom. Ugotovljeno je bilo, da študentje najvišje vrednotijo zdravje, družino in ljubezen. Med vrednotami, ki so najpomembnejše za delo v zdravstvu, izpostavljajo odgovornost, zavedajo pa se tudi, da za svoje delo niso in ne bodo ustrezno denarno nagrajeni ter da ima lahko denar pomemben vpliv na doživljanje občutka sreče.

Ključne besede: vrednote, zdravje, družine, zdravstvena nega, študenti

Values from the Perspective of Students at the Faculty of Health Sciences Novo mesto

Specific values, typical for the students of nursing care, are already apparent when deciding for a certain study, however, they develop even further during the process of studying. The aim of the research is to establish the extension of these values, their transformation in the course of studying, as well as their proneness to family upbringing among the students. The respondents in this research were students of the 1st Bologna cycle study programme Nursing Care, graduate students, and part-time Master's degree students of the Education and Management in Health Care study programme, at the Faculty of Health Sciences Novo mesto. Using the quantitative method of a questionnaire survey, it has been established that the students rank the values such as health, family and love as the highest. Among the values important for working in the healthcare service, they point out responsibility, being aware that they will never be financially rewarded for their work, as well as that the financial aspect can have a considerable impact on human happiness.

Key words: values, health, family, nursing care, students

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Priporočena prehrana mladostnikov

Zdrav življenjski slog v otroštvu in mladostništvu je osnova zdravega načina življenja kasneje, ker preprečuje nastanek debelosti in kroničnih bolezni, kot so srčno-žilna obolenja, diabetes tipa 2, nekatere vrste raka in osteoporoza. Zahteve po energiji in hranilnih snoveh so v mladosti še večje. Na prehrano mladostnikov vpliva veliko različnih faktorjev. Namen prispevka je predstaviti pravilno izbiro zdrave hrane zanje. Uporabljena je deskriptivna metoda dela s pregledom domače in tuje literature. V mladosti se dogajajo velike telesne spremembe in hitra rast, kar zahteva uravnoteženo, energijsko bogato hrano z zadostno količino hranil. Vse večje je število mladostnikov, ki so pretežki ali debeli. Vzrok je po mnenju strokovnjakov v manjši telesni aktivnosti, sedečem načinu življenja ter povečanem vnosu energijsko bogate hrane, revne s hranili, v vedno večjih porcijah. Prehrana v obdobju odraščanja je ključna, tako z vidika normalne rasti in razvoja kot z vidika preprečevanja nastanka bolezni kasneje v življenju. V tem obdobju so velike potrebe po energiji in hranilih. Mladostniki radi posegajo po nezdravih živilih, ki so energijsko bogata, vsebujejo pa malo ali nič esencialnih hranil.

Ključne besede: prehrana, mladostniki, vzorci obnašanja, življenjski slog

Recommended Diet for Adolescents

A healthy lifestyle during childhood and adolescence is the foundation for a healthy lifestyle in later years, as it prevents obesity and chronic diseases such as vascular illnesses, type 2 diabetes, some types of cancer and osteoporosis. The need for energy and nutrients is especially high in adolescence. The diet of an adolescent is affected by many different factors. The objective of the paper is to describe the correct process of choosing a healthy diet for adolescents. The research is based on the descriptive method with an overview of the domestic and foreign scientific literature. The rapid growth and significant physical changes which take place during adolescence require a balanced diet as well as highly nourishing and energy boosting foods. The number of overweight or obese adolescents is increasing and according to experts, the reasons behind it are low physical activity, sedentary lifestyle and an increased intake of high-calorie foods with little nutritional value. In adolescence, a healthy diet is crucial for normal growth and development as well as the prevention of diseases. During this period, the body needs a lot of energy and nutrients. Adolescents tend to reach for the unhealthy foods that are high in calories but contain very few essential nutrients.

Key words: adolescent diet, behavioural patterns, lifestyle

Delovanje društev na področju zdravstvenega in socialnega varstva kot podpora pacientom

Društvo je samostojno in nepridobitno združenje, ki ga ustanovitelji ustanovijo zaradi uresničevanja skupnih interesov. Društvo si samo določi namen in cilje, dejavnost ter način delovanja. Za razliko od gospodarskih družb namen ustanovitve in delovanja društva ni pridobivanje dobička. Presežke prihodkov nad odhodki iz vseh dejavnosti in drugih virov društvo porabi za uresničevanje svojega namena in ciljev in jih ne deli med člane. Enako velja tudi za morebitno pridobitno dejavnost, ki jo lahko opravlja le, če lahko neposredno pripomore k uresničevanju ciljev društva. Ker je marsikdaj uresničevanje ciljev lažje v društvu, se njihovo število povečuje. Med društvi je veliko tudi takih, ki delujejo na področju zdravstvenega in socialnega varstva. Ta društva običajno povezujejo bolnike, njihove svojce ter zdravstvene delavce in ostale strokovnjake. Člani društev si prizadevajo za pravočasno odkrivanje bolezni, (naj)sodobnejše oblike zdravljenja bolezni, celostno obravnavo in oskrbo bolnika ter za kakovostno življenje med boleznijo in po njej. Pogosto aktivnosti vključujejo tudi prizadevanja za zmanjšanje diskriminacije bolnikov, pomoč pri premagovanju izolacije ter pri psihofizičnih in socialnih stiskah posameznikov. Že dolgo pa je znano, da društva ne koristijo samo članom, ampak s svojimi aktivnostmi izobražujejo in osveščajo tudi širšo družbo. Pomen društva bolnikov bo podrobneje predstavljen v prispevku.

Ključne besede: društvo bolnikov, celostna obravnava, zdravstveno varstvo, socialno varstvo

Activity of Associations in the Field of Health and Social Care Support to Patients

An association is an independent and non-profit organisation, founded for common interest implementation. An association determines its purpose and goals, activity and the manner of operation. Unlike companies, the purpose of the establishment and functioning of the association is not to generate profit. The excess of revenues over expenses of all activities and other sources are permanently used for achieving the association's aims and objectives and are not shared among the members. The same applies to any profitable activity which can be performed only if it can directly contribute to the achievement of the association's objectives. Since it is often easier to achieve some objectives as an association, their number is increasing, and the same applies for the associations which work in the field of health and social care. They usually connect patients, their relatives, healthcare workers and other professionals. Members strive for the early detection of a disease, modern forms of treatment, holistic treatment and care for the patient, and quality of life with the disease and after. Often their activities involve efforts to reduce discrimination against patients, help to overcome the isolation, physical, mental and social distress of individuals. It has long been known that not only members benefit from the association's activities, but they also educate and sensitise the wider society. In the article we will present the importance of the association for its members.

Key words: patients' association, holistic treatment of patient, health and social care

Povezanost višine izdatkov za zdravstvo s kakovostjo zdravstvenega sistema v EU

Evropske države so v zadnjih desetletjih dosegle velik napredek na področju zdravja prebivalstva. Številne izboljšave v zdravstvu so povezane s precejšnjimi stroški. Navkljub napredku je opaziti velike razlike pri zdravstvenem varstvu med posameznimi državami EU. Razlika je prisotna na vseh ravneh in področjih zdravstvene oskrbe. Prav tako so opazne razlike v višini finančnih sredstev, ki so namenjena financiranju zdravstvenega sistema po posameznih državah. Ob tem se poraja pomembno vprašanje: koliko finančnih sredstev nameniti za zdravstvo oziroma ali več finančnih sredstev v zdravstvenem sistemu pomeni tudi njegovo boljšo kakovost. Namen prispevka je ugotoviti, ali povečanje finančnih sredstev, namenjenih za zdravstvo, izboljšuje zdravstveno stanje prebivalstva. Cilj naše raziskave je ugotoviti, ali je zdravstveni sistem v bogatejših državah, članicah EU, tudi kakovostnejši. Za raziskavo smo izbrali tri kazalce kakovosti, ki jih najpogosteje uporabljajo zdravstveni delavci in strokovnjaki na področju kakovosti v zdravstvu. Naša pričakovanja so, da bodo rezultati raziskave pokazali statistično značilno povezanost med izdatki za zdravstvo in izbranimi kazalci, ki kažejo raven kakovosti zdravstvenega sistema v državah EU.

Ključne besede: zdravstvo, kakovost, izdatki za zdravstvo, Evropska unija

Relation between the Level of Health Expenditure and the Quality of Healthcare Systems in the EU

In the past decades, the European countries have achieved remarkable progress in terms of public health. That being said, many of the improvements came with significant costs. Despite the overall progress, major differences can be observed in the health care of individual EU states. Differences can be observed at all levels and in all areas of health care. Moreover, the countries differ in the level of financial assets allocated to their healthcare systems. The most important questions are: how much financial assets should be allocated to health care? Does the level of financial assets provided to the healthcare system improve its quality? The purpose of this article is to determine whether an increase in financial assets for health care actually improves public health. It also aims at exploring whether the quality of healthcare systems in the wealthier EU states is better than in the less wealthy ones. Three quality indicators that are commonly used by health professionals and healthcare quality experts were selected for the purpose of this research. We expect to find a statistically significant connection between the health expenditure and the indicators of the quality of healthcare systems in the EU states.

Key words: health care, quality, health expenditure, the European Union

Informacijsko-komunikacijska tehnologija v delovni terapiji

Uporaba informacijsko-komunikacijske tehnologije (IKT) v delovni terapiji naj bi omogočila inovativni pristop pri zagotavljanju programov podpore in izobraževanja uporabnikov s kroničnimi obolenji. Da bi ugotovili razširjenost uporabe IKT, smo izvedli anketo med 224 novo odkritimi bolniki z revmatoidnim artritisom (RA), ki se zdravijo na Interni kliniki Kliničnega oddelka za revmatologijo UKCL. V celoti je bilo izpolnjenih 64 vprašalnikov, kar predstavlja 28 % izbrane populacije. Raziskava je potekala v marcu 2016. Iz pridobljenih rezultatov je razvidno, da 23,4 % bolnikov z RA nikoli ne uporablja interneta. Osebni računalnik jih redno uporablja 48,4 % in pametni telefon 51,6 %. Bolniki, ki uporabljajo osebni računalnik kot komunikacijsko sredstvo, ga v 36,3 % uporabljajo za elektronsko pošto, v 35,4 % za iskanje zdravstvenih informacij ter v preostalem deležu za video klice (13,3 %) in pošiljanje sporočil (15 %). Bolniki, ki uporabljajo pametni telefon, ga v 31,9 % uporabljajo za pogovore, v 26,7 % za pošiljanje sporočil in klice, v 25 % ga uporabljajo za elektronsko pošto, za iskanje zdravstvenih informacij ga uporabljajo v 12,9 % ter 3,4 % za videoklice. Potreba po hitri dostopnosti in izmenjavi informacij je najpogostejši razlog za uporabo IKT v zdravstvu, kar pogojuje razvoj e-zdravja. Raziskava je dala odgovor na vprašanje o možnostih uporabe IKT v rehabilitacijskih storitvah na daljavo z vidika delovne terapije.

Gljučne besede: kronična revmatična bolezen, informacijsko-komunikacijska tehnologija, delovna terapija

Information and Communication Technology in Occupational Therapy

The use of information and communication technology in occupational therapy should enable an innovative approach in providing the programmes of support and education of users with chronic diseases. In order to determine the prevalence of the use of ICT, the survey was conducted among 224 newly diagnosed patients with rheumatoid arthritis (RA) treated at the Internal Clinic of the Department of Rheumatology at the University Medical Centre in Ljubljana. There were 64 completed survey questionnaires in total, representing 28% of the selected population. The survey was held in March 2016. From the results obtained it is evident that 23.4% of the patients with RA has never used the Internet. Personal computers are regularly used by 48.4% of the patients and smartphones by 51.6% of them. Patients, who use a personal computer as a communication medium, use it for e-mailing (36.3%), for searching health information (35.4%), and for video calls (13.3%) and messaging (15%). Patients, who use a smartphone, use it for calls (31.9%), for messaging and calls (26.7%), for e-mailing (25%), for searching health information 12.9% and for video calls (3.4%). The need for rapid access and exchange of information is the main reason for the use of ICT in health care, which is conditional for the development of e-health. The survey gave an answer to the question about the possibilities of using ICT in rehabilitation services at a distance from the perspective of occupational therapy.

Key words: chronic rheumatic disease, information and communication technology, occupational therapy

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Vloga zaposlenih v sistemu ravnanja z zdravstvenimi odpadki v domovih za starejše

Odpadki iz zdravstva predstavljajo tveganje za prenos okužb oziroma za poškodbe, tako bolnikov kot zaposlenih v zdravstveni dejavnosti. Zato je ustrezno ravnanje z njimi pomemben vidik učinkovitega sistema obvladovanja okužb v zdravstvenem in socialnem varstvu. V raziskavi smo obravnavali problem, ki ga imajo domovi starejših občanov na področju ravnanja z odpadki iz zdravstva, predvsem zaradi različnega razumevanja zakonodaje in strokovnih usmeritev. Cilj raziskave je bil določiti dejavnike, ki vplivajo na pravilno oz. nepravilno ravnanje zaposlenih z odpadki iz zdravstva. S pomočjo kvalitativne in primerjalne študije smo na modelu petih domov starejših občanov v Sloveniji prikazali vlogo zaposlenih in preučili vzorce podobnosti in raznolikosti sistema ločevanja odpadkov iz zdravstva. Ugotavljamo, da so glavni vzroki za težave pri ravnanju zaposlenih z odpadki iz zdravstva naslednji: slaba organizacijska kultura domov starejših občanov, dvoumna zakonodaja, nezadostno znanje zaposlenih, nejasna navodila in slabo sprejemanje odgovornosti vpletenih v sistem ravnanja z odpadki. Ugotovitve raziskave lahko služijo kot osnova za pripravo smernic za vzpostavitev učinkovitega sistema ravnanja z odpadki v zdravstveni dejavnosti socialnih zavodov in kot priporočilo za pripravo novih predpisov.

Ključne besede: domovi za starejše, odpadki iz zdravstva, ločevanje odpadkov, zaposleni

The Role of Employees in the Healthcare Waste Management System in Residential Care Homes for Older People

Healthcare waste poses risks for infections or injuries of patients and healthcare employees alike. Adequate management is thus an important aspect of an effective infection management system in both health care and social security. This research deals with the issue that residential care homes for older people have been encountering in terms of healthcare waste management, especially because of different interpretations of the legislation and expert guidelines. The goal was to pinpoint the factors affecting employees' adequate or inadequate handling of healthcare waste. Based on a qualitative and comparative study involving five Slovene residential care homes, we looked into the role of their employees and examined any similarities and differences in the healthcare waste management system. Our findings indicate that the main reasons for the issues related to employees and their handling of healthcare waste are: poor organisational culture of residential care homes, ambiguous legislation, limited knowledge of employees, unclear instructions, poor responsibility of the people involved in waste management. The research findings can serve as the basis for developing guidelines on how to establish an effective healthcare waste management system for social institutions, and as a recommendation for new rules.

Key words: residential care homes, healthcare waste, waste sorting, employees

Hrup kot dejavnik tveganja v jasličnem oddelku

Hrup je nezaželen ali neprijeten zvok, ki kvarno vpliva na počutje in zdravje ljudi. Na delovnem mestu se je hrupu zaradi narave dela težko izogniti. Vzgojiteljice so možnim neugodnim razmeram izpostavljene skozi celoten delavnik. Prav zato jih je treba poučiti o vplivih hrupa na zdravje ljudi in kako lahko sami pripomorejo k zmanjšanju ravni hrupa. V prispevku smo analizirali ravni hrupa v jasličnem oddelku izbranega vrtca skozi celoten delavnik vzgojiteljice in pomočnic. V raziskavi sta sodelovala dva oddelka prve starostne skupine. Uporabili smo kvantitativno metodo dela, podatke smo pridobili na podlagi terenskih meritev skozi celoten delavnik vzgojiteljice v izbranem vrtcu Mestne Občine Ljubljana. Meritve hrupa smo opravili z modularnim analizatorjem zvoka 2260-investigator, proizvajalca Bruel & Kjaer. Rezultati so pokazali, da so vzgojiteljice in pomočnice izpostavljene previsokim ravnam hrupa. V večini primerov je presežena dopustna ekvivalentna raven hrupa za obravnavano delovno mesto, ki je 65 dB(A). Za obvladovanje problematike hrupa je treba izdelati konkretne ukrepe, s katerimi bomo izboljšali dejansko stanje in zmanjšali tveganje za vzgojiteljice in pomočnice.

Ključne besede: hrup, delovna mesta, vzgojiteljice, pomočnice vzgojiteljic

Noise as a Risk Factor in the Nursery Department

Noise is an unwanted and unpleasant sound, which harmfully affects people's well-being and health. Noise in the work environment of educators is difficult to avoid because of the nature of work. Educators are exposed to possible unfavourable conditions throughout the entire workday. For this reason, they should be informed about the effect of noise on people's health and how they can contribute to the reduction of the noise level. The aim of this study is to measure and analyse the level of noise in the nursery department of the selected kindergarten throughout the entire workday of an educator and educator assistants. We want to establish whether the educators are exposed to the too high levels of noise. Two departments of the first age group participated in this study. The quantitative method was used; the data were obtained based on field measurements during the entire workday of an educator in the selected kindergarten in the Municipality of Ljubljana. The noise measurements were taken by the modular precision sound analyser 2260-investigator produced by Bruel & Kjaer. The results have shown that the educators and the educator assistants are exposed to too high levels of noise. In most cases the maximum acceptable equivalent noise level of 65 dB(A) for this workplace is exceeded. The reverberation time calculated in the selected playroom was longer than the optimum. In the future, the noise problem will have to be controlled by taking concrete measures, which will improve the circumstances and reduce the risk for the educators and educator assistants.

Key words: noise, work environment, educators, educator assistants

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Zdravstvena nega novorojenčka z abstinenčnim sindromom

V prispevku je predstavljena zdravstvena nega novorojenčka z abstinenčnim sindromom. Neonatalni abstinenčni sindrom ali odtegnitveni sindrom nastane kot posledica nenadne prekinitve izpostavljenosti ploda opioidom, ki jih je mati uporabljala ali zlorabljala v času nosečnosti. Zloraba prepovedanih drog je v svetu in pri nas v porastu. Med uživalci drog je tudi veliko žensk v rodnem obdobju. Znaki in simptomi, ki se pojavijo pri novorojenčku z abstinenčnim sindromom, so posledica prevelike vzdraženosti centralnega živčevja, motenega delovanja prebavil in dihal ter neravnovesja vegetativnega živčevja. Prepoznavanje in zdravljenje abstinenčnega sindroma novorojenčku olajša težave in prepreči življenjsko nevarne komplikacije. Opioidi in druge psihotropne snovi, ki jih mati uživa v času nosečnosti, različno vplivajo na razvoj ploda in izraženost klinične slike odtegnitve po rojstvu. Cilj zdravljenja je pomiritev novorojenčka ob čim manjši sedaciji z zdravili. Ključnega pomena pri tem so aktivnosti zdravstvene nege, ki vključujejo zmanjšanje senzorične stimulacije iz okolja, pomirjanje otroka ter navezovanje in vključevanje staršev v skrb za otroka.

Ključne besede: novorojenčki, abstinenčna kriza, zdravstvena nega

Nursing Care of Newborn with Neonatal Abstinence Syndrome

This document presents the nursing care of a newborn with abstinence syndrome. Neonatal abstinence syndrome or withdrawal syndrome occurs as a result of a sudden interruption of fetal exposure to opioids, used or abused by mother during pregnancy. Abuse of illegal drugs is rising in the world and in our country. A lot of women of childbearing age are among drug users. Signs and symptoms that occur in a newborn with abstinence syndrome are excessive arousal of central nervous system, dysfunction of gastrointestinal and respiratory system and imbalance of vegetative nervous system. The recognition and treatment of neonatal abstinence syndrome reduces symptoms and prevents life-threatening complications. Opioids and other psychotropic substances consumed by mother during pregnancy have a disparate impact on fetal development and severity of the clinical picture of withdrawal syndrome after birth. The purpose of treatment is to calm the newborn while minimizing sedation with drugs. Crucial are nursing care activities which include the reduction of sensory stimulation from the environment, calming the child and establishing involvement of parents to take care of the child.

Key words: newborn, neonatal abstinence syndrome, nursing care

Zadovoljstvo uporabnikov zdravstvenih storitev

Zadovoljstvo oziroma nezadovoljstvo uporabnika je povezano z različnimi vidiki in dimenzijami zdravstvene storitve, kot so demografske lastnosti, osebne izkušnje in pričakovanja, kontrola nad odločanjem in medsebojni odnosi, veščine komuniciranja in informiranja, profesionalne veščine in kompetence. Namen prispevka je preko študija literature raziskati zvezo med zadovoljstvom uporabnikov in kakovostjo zdravstvene storitve ter ugotoviti dejavnike, ki vplivajo na zadovoljstvo uporabnikov. Tako najprej predstavimo potrebe po tovrstnih storitvah in izpostavimo kakovost storitve kot temeljnega elementa zadovoljstva. Nato pa se osredotočimo na merjenje zadovoljstva, ki je ključno za ohranitev konkurenčnosti na današnjem trgu zdravstvenih storitev. Zadovoljstvo uporabnika z zdravstveno storitvijo je treba kontinuirano meriti predvsem zaradi spremenjenih potreb in pričakovanj uporabnikov ter novih zahtev po kakovosti in učinkovitosti dela v zdravstvu. Izvajalci zdravstvenih storitev morajo v celoti razumeti pričakovanja uporabnikov in storitve izvesti v skladu z njimi.

Ključne besede: zdravstvene storitve, kakovost, zadovoljstvo uporabnikov, merjenje zadovoljstva

Satisfaction of Healthcare Service Users

User satisfaction or dissatisfaction is related to different aspects and dimensions of healthcare services, such as demographic features, personal experiences and expectations, control over decision-making and interpersonal relations, communication and information skills, professional skills and competencies. The purpose of this paper is to explore the relationship between customer satisfaction and quality of healthcare services, and to identify the factors that contribute to the users of healthcare services satisfaction through the study of literature. First, we introduce the need for healthcare services and highlight the quality of services as a fundamental element of satisfaction. Next, we focus on measuring the satisfaction, which is crucial to remain competitive in today's market of healthcare services. The user satisfaction has to be continuously measured primarily due to changes in the needs, expectations and new demands for quality and efficiency of health care. Healthcare providers must fully understand the expectations of users and services carried out in accordance with them.

Key words: healthcare service, quality, satisfaction, measuring user satisfaction

Privrženost obitelji i utjecaj razvoda braka roditelja na dijete

U ovom radu zanima nas privrženost članovima obitelji, odnosno emocionalna povezanost koju djeca osjećaju prema svojim roditeljima, a koju karakterizira želja za bliskošću te ugoda prilikom kontakta s njima. U radu će biti prikazan slučaj trinaestogodišnje djevojčice koja živi s ocem i starijim bratom (17,5 godina) u lošim socio-ekonomskim uvjetima. Djevojčica je prije razvoda roditelja bila odlična učenica, u školu je krenula s pet godina, izrazito uspješna u sportskim aktivnostima. Po razvodu počela je iskazivati agresivno ponašanje, rušila postavljene joj granice, bila suicidalna, rubno psihotična. Uslijedile su česte hospitalizacije po psihijatru, opservacija u domu za odgoj mladeži, traženje udomiteljske obitelji. Uključena je u intenzivni program Dnevne bolnice pri dječjoj bolnici Kantrida. U skrb su bili uključeni zdravstveni, socijalni, odgojno-obrazovni i pravosudni stručnjaci. Djevojčica je tijekom sudjelovanja u Dnevno bolničkom programu uspješno završila osnovno školsko obrazovanje i upisala srednju školu po vlastitom izboru. Boljeg je uvida u svoje stanje. Pokušava poštivati dogovoreno. Pokazuje veliku potrebu za objektom koji joj daje osjećaj bazične sigurnosti. Obiteljska dinamika odnosa vrlo je zahtjevna, dogovoren je nastavak započetog terapijskog procesa.

Ključne riječi: obitelj, roditelji, dijete, bazična sigurnost, privrženost

Commitment to Family and the Impact of Parents' Divorce on a Child

In this paper we are interested in commitment to family or emotional connection that children have with their parents, which is characterised by the desire for intimacy and comfort in their contact. In our paper we show the case of a thirteen-year-old girl who now lives with her father and older brother (17.5 years) in poor social and economic conditions. Before the divorce of the girl's parents she was an excellent student, who began school at age five, and very successful in sports activities. After the divorce she started to express aggressive behaviour, she did not respect any rule of behaviour, she was suicidal with episodes of psychosis. As a result of these changes, she was frequently hospitalised in a child psychiatry department and placed for observation in the institution for children and adolescents with behavioural problems. She was even placed on a register for foster families. Later she participated in an intensive program of Daily hospital in the Children's Hospital in Kantrida. In her treatment process, the medical, social, educational and judicial experts were involved. While participating in the Daily hospital programme, the girl successfully completed primary school education and enrolled in secondary school of her choice. After time she became more aware and had a better insight into her condition. She put more effort to respect the rules of society. The girl still needs and is seeking for the object of basic security. The family dynamics is very challenging, the agreement on continuation of the therapy process has been made.

Key words: family, parents, child, basic security, attachment

Analiza plana razvoja zdravstvenog sustava u Republici Hrvatskoj 2015.-2016.

Hrvatski Sabor donosi nacionalni plan razvoja kliničkih bolničkih centara, kliničkih bolnica, klinika i općih bolnica u republici Hrvatskoj od 2015. do 2016. kao najvažniji operativni dokument za budući razvoj navedenih bolnica. U svijetu su pokrenuti novi trendovi u domeni zdravlja i života stanovništva. Treba naglasiti da svi pokazatelji ukazuju na ubrzano starenje stanovništva kao i potrebu za produljenje životne dobi. Statistika pokazuje da do 2025 godine 40% stanovništva će biti starije od šezdeset godina čime će se povećati potražnja za uslugama zdravstvene zaštite. Najvažniji segment razvoja trebat će prilagoditi novim načinima pružanja zdravstvene zaštite jer takva populacija treće životne dobi s više kroničnih bolesti zahtijevati pružanje zdravstvenih usluga prilagođenu životnoj dobi. Upravljanje bolnicama i centrima u ovim uvjetima se pokazalo neučinkovitim i zastarjelim. Da bi se dobili očekivani ishodi upravljanja potrebno je promijeniti cijeli sustav.

Ključne riječi: analiza, razvoj, integracija, poboljšanje

Analysis of the Healthcare Development Plan 2015-2016 in the Republic of Croatia

The Croatian Parliament has adopted the national plan for the development of clinical hospital centres, clinical hospitals, clinics and general hospitals in the Republic of Croatia for the period 2015-2016 as a key operational document for their future development. The new healthcare trends have emerged worldwide due to changing demographics. All indicators show that population is rapidly aging; hence the need to adapt health care to the increased life expectancy. Statistics shows that by 2025, around 40% of the population will be aged sixty or more, which will increase the demand for healthcare services. The most important development segment will encompass new ways of delivering health care because older people with multiple chronic conditions require healthcare services appropriate for the aging population. The current management practices in hospitals and hospital centres have proven to be inefficient and outdated. To achieve the expected management outcomes, the whole system needs to be changed.

Key words: analysis, development, integration, improvement

Problematika tenzidov v odpadnih vodah zdravstvene dejavnosti

Odpadna voda je onesnažena voda, ki nastaja zaradi človekovega (antropogenega) vpliva pri uporabi vode v gospodinjstvu, na kmetijskih farmah, v gospodarskih objektih, industriji in pri spiranju utrjenih površin ob dežju. Neočiščena odpadna voda je glavni krivec za onesnaženje površinskih in podtalnih virov pitne vode zaradi slabe biokemijske razgradljivosti, kopičenja v organizmih in sedimentih ter strupenosti za ljudi in okolje. Pri tem zavzemajo pomembno mesto detergenti oziroma površinsko aktivna sredstva. Na osnovi raziskav tenzidov v bolnišnični odpadni vodi, so dijaki svoje znanje kemije, ekologije, mikrobiologije in znanje s poklicnega področja, povezali z vsakdanjim življenjem, spoznali pomen raziskav ter pomembnost in uporabnost teoretičnega znanja v praksi. Prav tako so spoznali, da lahko na osnovi pravočasnih ugotovitev o onesnaženosti vode veliko pripomorejo k izboljšanju stanja v prihodnosti.

Ključne besede: bolnišnična odpadna voda, tenzidi, kemija, biologija, mikrobiologija

Problems of Surfactants in Waste Waters of Health Care

Waste water is polluted water caused by human (anthropogenic) use of water in households, on farms, in various outbuildings, in industry and when the rain is washing off different surfaces. Polluted waste waters cause pollution of surface as well as underground sources of drinking water. It happens due to poor biochemical degradability, accumulation in organisms and sediments and due to its toxic effects on human beings and environment. In all the above mentioned, a significant role is played by detergents or surface-active agents. Based on the research of surfactants in wastewaters in medicine, the students connected their knowledge of chemistry, ecology, microbiology and vocational knowledge with everyday situations, learned about the meaning of research as well as the utility and importance of theoretical knowledge in practical situations. They also realised that they can contribute to a better future by exploring the pollution of waters on time.

Key words: hospital waste waters, surfactants, chemistry, biology, microbiology

Celostni pogled na človeka na ravni celice

Celica je osnovna gradbena enota našega telesa. Naše telo je zgrajeno iz približno 30 trilijonov celic (3×10^{13}). Pri človeku (in seveda vseh mnogoceličnih organizmih) se celice specializirajo za opravljanje določenih funkcij. Matične celice, ki niso specializirane, se lahko razvijejo v različne vrste celic ter nadomestijo poškodovane in odmrle celice. Dedni zapis je enak prav v vsaki celici našega telesa. Tako ima vsaka celica dispozicije za vse funkcionalnosti naših celic v vseh stopnjah razvoja posameznega osebk. Razlike med celicami oz. diferenciacija je posledica izražanja različnega nabora genov. Številne raziskave se osredotočajo predvsem na vpliv teh dejavnikov na različne vrste tumorskih matičnih celic. Zdravje in dobro počutje, h kateremu želimo prispevati tudi s celostno obravnavo posameznika, torej temelji na usklajenosti delovanja množice celic našega telesa. Nekatere raziskave o tem, kako naše delovanje vpliva na delovanje in diferenciacijo celic, zlasti matičnih celic, nam dajejo vpogled v to, da že z načinom obravnave bolnika lahko pomembno prispevamo k procesu zdravljenja. Raziskave dokazujejo povezanost med številom in delovanjem matičnih celic ter fizično aktivnostjo osebk, fiziološkim stresom ter nivojem nekaterih hormonov (zlasti stresnih, npr. adrenalina in hormonov sreče, npr. enkefalina). Številne raziskave se osredotočajo predvsem na vpliv teh dejavnikov na različne vrste tumorskih matičnih celic.

Ključne besede: človek, matične celice, tumorji, diferenciacija matičnih celic

A Holistic View of the Human Being at the Level of Cells

Cells are basic building blocks of our body. Our body consists of about 30 trillion cells (3×10^{13}). In humans (and of course all multicellular organisms) cells specialise to perform certain functions. Stem cells are not specialised and can develop into different types of cells to replace damaged and dead cells. Every cell of our body contains same hereditary record (DNA). Thus, every cell has the disposition of all functionalities of our cells at all stages of development of each individual. Differences between cells (i.e. differentiation) are the result of the expression of different sets of genes. Health and well-being of an individual, to which we want to contribute with holistic and integrated approach and care, is therefore based on the coherence of the plurality of cells that form our body. Some studies which investigate how our actions affect the function and differentiation of cells, particularly stem cells, explain some segments of how non-pharmacologic treatment of the patient can make an important contribution to the healing process. Studies show the connection between the number and the functioning of stem cells and the physical activity of the subject, physiological stress, and levels of certain hormones (especially stress hormones, e.g. adrenaline and happiness hormones, e.g. enkephalin). Numerous studies mainly focus on the impact of these factors on various types of tumour stem cells.

Key words: human, stem cells, cancer stem cells, stem cell differentiation factors

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Splošna bolnišnica Novo mesto

Etične dileme in konflikti pri obravnavi pacienta v nujni medicinski pomoči

Vsi zaposleni v zdravstvu se srečujejo z etičnimi dilemami in konflikti pri oskrbi ljudi, ki so v stiski, in tudi zaposleni v nujni medicinski pomoči niso izjema. Delo na omenjenem področju je edinstveno in je pod vplivom številnih dejavnikov, ki povzročajo različne etične konflikte v primerjavi z drugimi področji dela. Člani ekipe nujne medicinske pomoči se pri svojem delu vsakodnevno srečujejo z raznovrstnimi bolniki, ki imajo bodisi kvalitativne ali kvantitativne motnje zavesti, so okuženi s spolno prenosljivimi boleznimi ali pa so močno opiti. Številne situacije na terenu lahko v zaposlenih vzpodbudijo etične dileme, konflikte oz. probleme. Ekipa reševalcev se mora pri kritično bolni osebi hitro odločati, da bi lahko preprečila smrt oz. trajno invalidnost pacienta. Zaradi narave dela reševalnih ekip lahko pogosta etična vprašanja postanejo bolj zapletena v primerjavi z drugimi področji dela. Pomembno je, da so vsi člani reševalne ekipe dobro pripravljene na reševanje etičnih dilem in konfliktov, saj lahko ti še bolj zapletejo že tako težko situacijo. Le z ustreznim znanjem in usposobljenostjo se bodo lahko kar najbolje odločali tako zase kot za bolnika, ki potrebuje pomoč.

Ključne besede: etika, etične dileme, etični konflikti, nujna medicinska pomoč

Ethical Dilemmas and Conflicts when Treating a Patient in the Emergency Medical Service

All employees in the healthcare sector are faced with ethical dilemmas and conflicts when treating people in need, and employees in the emergency medical service units are no exception. Working in the mentioned workplace is unique and, in comparison with other areas of work in health care, it is influenced by a number of factors that cause a variety of ethical conflicts. On a daily basis, the emergency medical service team meets different patients, having either qualitative or quantitative consciousness disorder, being infected with sexually transmitted diseases or under a strong influence of alcohol. Numerous situations during fieldwork can induce ethical dilemmas, conflicts or problems in employees. In the case of critically ill people, the rescue team needs to make the decisions quickly in order to prevent death or permanent disability of the patient. Due to the rescue team's nature of work, common ethical issues can actually prove more complex in comparison with other work areas. Therefore, it is important that all members of the rescue team are well prepared to resolve ethical dilemmas and conflicts, otherwise they can further complicate an already difficult situation. Only with the appropriate knowledge and skills, the rescue team will be able to make the best decisions for themselves, as well as for the patient in need.

Key words: ethics, ethical dilemmas, ethical conflicts, emergency medical service

Neželeni dogodki pri aplikaciji zdravil s strani medicinskih sester

Medicinske sestre so v svoji vlogi izpostavljene odgovornemu delu, pri katerem ne manjka tveganj za nastanek neželenih dogodkov. Aplikacija zdravil je še prav posebna aktivnost medicinske sestre, ki lahko ob le majhni neprevidnosti privede do ogromne škode za pacienta. Ob povečanem obsegu dela se povečuje tudi možnost napak, neželenih dogodkov in neželenih učinkov zdravil. Namen prispevka je bil, da na osnovi pregleda tuje in domače strokovne literature raziščemo neželene dogodke pri aplikaciji zdravil s strani medicinskih sester, vzroke neželenih dogodkov in možne izboljšave na tem področju. Najpogostejši vzroki neželenih dogodkov so prekinitve medicinske sestre med razdeljevanjem zdravil, stres, nepoznavanje zdravil ter premajhno zavedanje medicinskih sester (ne)varnosti pri aplikaciji zdravil. Na podlagi pregledane literature lahko ugotovimo, da je tujina v primerjavi s slovenskim zdravstvom še vedno v prednosti glede varnostne kulture na tem področju. Z vidika varnosti ter višanja morale in etike se v praksi premalo pogovarjamo o nastalem problemu, ne zavedamo se kazenske odgovornosti in ne predvidevamo možnosti napak. Pomembno je, da se ob dogodku pogovorimo in ne obsojamo ter s tem ozaveščamo druge, da do ponovitve ne pride.

Ključne besede: zdravstvena nega, zdravila, črtno kodiranje, kultura varnosti

Adverse Occurrences in the Administration of Medication by Nurses

In their role, nurses are exposed to responsible work with a lot of risk of adverse events. Administering medication is a very special activity of nurses, which may, even with only a little carelessness, result in great damage for the patient. With the increased volume of work, the possibility of errors, adverse events and adverse drug reactions increases as well. The purpose of this paper was to investigate adverse events when medication is administered by nurses, causes of adverse events and possible improvements in this area, based on the review of domestic and foreign professional literature. The most common causes of adverse events are interrupting the nurses when administering medication, stress, the lack of knowledge of medication and awareness of nurses in regard to ensuring security in the administration of medication. Based on the reviewed literature we can conclude that in comparison to Slovenian healthcare system, the rest of the world still has advantages regarding the safety culture. From the point of view of safety and raising the morals and ethics, there is not enough talk about that problem, we are not aware of any criminal liability and there is no prediction of possible errors. In case of the adverse event it is important to talk about it and not to judge, and thereby raise awareness to avoid recurrence.

Key words: nursing care, medication, bar coding, safety culture

Vloga medicinske sestre pri obravnavi bolnikov z multiplo sklerozo

Multipla skleroza (MS) je idiopatska avtoimunska vnetna demielinizacijska bolezen osrednjega živčevja, ki se lahko pojavi v vseh starostnih obdobjih. Najpogosteje se pojavi med 20. in 40. letom. Zaradi raznolike klinične slike, še zlasti na začetku, predstavlja diagnostični izziv, zgodnejše zdravljenje pa je lahko učinkovitejše. Leta 1965 so bili predlagani prvi diagnostični kriteriji za MS, ki jih poznamo kot Schumacherjeve kriterije. Vloga medicinske sestre je, da vsakega bolnika obravnava individualno, usmerjeno k smislu za nadaljevanje življenja. Kronične bolezni se razvijajo skozi več faz. Najprej so pred nami bolniki z akutnimi težavami, kasneje se težave in motnja krepijo, bolezen se razvija in vse skupaj za bolnika postaja pomembnejše. Sprejetje kronične bolezni ni enostaven proces. Poznamo tri oblike pacientov, ki se odzivajo na različne načine: iskanci – aktivno iščejo odgovore na vprašanja, izmišljevalci – selektivno razlagajo dobljene informacije, izogibovalci – prisoten strah – ne želijo informacije. Bolnikom je pri soočenju z boleznijo in med potekom zdravljenja treba pustiti, da sami izberejo način soočenja in boja, hkrati pa moramo prepoznati trenutek, ko sami ne zmorejo več in jim stopiti nasproti, pri čemer smo medicinske sestre potrebne, koristne in kot strokovnjaki pomemben član tima.

Ključne besede: medicinske sestre, zdravstvena nega, kronične bolezni

The Role of the MS Nurse in Treating Multiple Sclerosis Patients

Multiple sclerosis (MS) is an autoimmune idiopathic inflammatory demyelinating disease of the central nervous system, which can occur at any age. The most commonly it appears between the age of twenty and forty. Due to the variety of clinical pictures, particularly at the start, it represents a diagnostic challenge. Earlier treatment can be effective. First diagnostic criteria for MS were proposed in 1965. They are known as Schumacher criteria. The role of the MS nurse is to approach the patient from different perspectives, that each patient is treated individually and that the patient is oriented to the continuation of life. Character of the chronic diseases develops through several stages. First, we have patients with acute problems, later on the difficulties and disorder intensifies, the disease is developing and everything is becoming more important for the patient. Accepting a chronic illness is not an easy process. There are three types of patients that respond in different ways: seekers – actively seeking answers to questions, “inventors” – selectively interpreting obtained information, “avoiders” – the fear is present - they do not want information. MS patients should be left to choose their own way of confrontation and struggle to come to the terms with the disease and the course of treatment. In the meantime, the experts that monitor the MS patients must identify the time when the MS patients cannot cope with the disease by themselves and approach to them properly. At this time, the MS nurses are necessary, useful and, as experts, important members of the team.

Key words: MS nurse, nursing care, chronic disease

Kompetence posameznika v zdravstveni negi

Kompetenca ni le sposobnost uporabe znanj, ampak predvsem sposobnost posameznika, da med seboj poveže in v prakso aplicira tako znanje kot tudi veščine, motivacijo in vrednote. Standardi zdravstvene nege so strokovna podlaga za opravljeno delo, dokument »Poklicne kompetence in aktivnosti v dejavnosti zdravstvene in babiške nege« določa kompetence, za kakovost opravljenega dela pa je odgovoren posameznik, izvajalec zdravstvene nege. V prispevku predstavljamo raziskavo o poznavanju kompetenc med izvajalci zdravstvene nege v kliničnem okolju. Zajeli smo diplomirane medicinske sestre in diplomirane zdravstvenike ter tehnike zdravstvene nege oziroma srednje medicinske sestre (v nadaljevanju izvajalci zdravstvene nege). Cilj raziskave je bil preveriti, kako dobro izvajalci zdravstvene nege poznajo svoje kompetence. Raziskali smo kompetence obeh omenjenih profilov izvajalcev zdravstvene nege, njihovo poznavanje ter zavedanje, da je prekoračitev kompetenc kazensko odgovorno dejanje. Ugotovili smo, da je 80 % anketiranih izvajalcev zdravstvene nege prepričanih, da svoje kompetence poznajo, ob tem pa se jih 71 % zaveda, da so za prekoračitev kompetenc kazensko odgovorni. Iz rezultatov je razvidno, da delavci z nižjo izobrazbo svoje kompetence v povprečju presežejo pogosteje kot delavci z višjo izobrazbo.

Ključne besede: kompetence, zdravstvena nega, izvajalec zdravstvene nege

Competences of an Individual in Nursing Care

Competence is not only the ability to use knowledge, but also an individual's ability to interconnect and apply the knowledge, skills, motivation and values in practice. "Standards of care" are the technical basis for the work performed, the document "Professional Competences and Activities in Nursing and Midwifery Care" defines the competences, however, the quality of work is the responsibility of an individual, the nursing care provider. The paper presents a research about the knowledge of competences among providers of nursing care in the clinical environment, i.e. registered nurses and practical nurses (hereinafter referred to as providers of nursing care). The aim of the research was to find out how well the nursing care providers are aware of their competences. We investigated the competences of the two profiles of nursing personnel, their knowledge, and awareness that exceeding the competences is an act of criminal liability. We found out that 80% of the respondents is convinced that they know their competences, 71% of them is aware that they are criminally liable for exceeding their competences. The results show that workers with lower education exceed their competences more frequently than workers with higher education.

Key words: competences, nursing care, nursing care provider

Preprečevanje razjed zaradi pritiska pri dolgotrajno hospitaliziranih pacientih

Razjede zaradi pritiska (RZP) ali preležanine so pri dolgotrajno hospitaliziranih pacientih eden pogostejših zdravstvenih zapletov, ki povečujejo zdravstvene težave in smrtnost pacientov. Posledica RZP je slabša kakovost življenja pacienta ter njegova podaljšana hospitalizacija, s tem pa večji stroški zdravljenja. Preprečevanje nastanka RZP je bolj humano in cenejše od zdravljenja. Namen naše raziskave je bil ugotoviti vpliv negovalnih postopkov (uporaba razbremenilnih blazin, hidriranje, obračanje) na stanje obstoječih RZP in pojavnost novih RZP pri 15 dolgotrajno hospitaliziranih pacientih v splošni bolnišnici na treh oddelkih (nevrološki, pljučni, infekcijski). Raziskava je potekala 20 dni v letu 2015. Pet pacientov s III ali IV stopnjo RZP je v času raziskave dobilo razbremenilne blazine. Študenti zdravstvene nege so pri vseh pacientih, vključenih v raziskavo, izvajali nepretrgano 24-urno zdravstveno nego v treh izmenah. Potrdili smo, da z izvajanjem ustrezne nepretrgane zdravstvene nege pacienta in uporabo razbremenilnih blazin lahko preprečimo nastanek novih RZP in v relativno kratkem času izboljšamo stanje obstoječih.

Ključne besede: razjede, zdravstvena nega, razbremenilne blazine, hidriranje, obračanje

Prevention of Pressure Ulcers in Long-Term Hospitalised Patients

Pressure ulcers or bedsores are one of the more frequent medical complications in the long-term hospitalised patients, which increase morbidity and mortality. Bedsores lead to deteriorating the patient's quality of life and to extended hospitalisation, consequently increasing the treatment costs. Prevention of bedsores is more humane and less costly than the treatment. The purpose of our study was to determine the impact of nursing procedures (use of anti decubitus mattress, hydration, turning the patient) on the state of the existing bedsores and the incidence of new bedsores in 15 long-term inpatients in a general hospital at three departments (neurological, pulmonary, infectious). The study was conducted in 2015 during a period of 20 days. Five patients with bedsores stage III or IV received anti decubitus mattress in the research period. Nursing care students carried out continuous 24-hour care of all patients included in the study. We confirmed that the implementation of the appropriate continuous nursing care of the patient and the use of anti decubitus mattress can prevent the formation of new bedsores and efficiently improve the condition of existing bedsores.

Key words: pressure ulcers, nursing care, anti decubitus mattress, hydration, turning

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Izpostavljenost prašnim delcem pri varilcih

Varjenje je tehnološki postopek, pri katerem nastanejo večje količine prašnih delcev. Najbolj nevarni so fini delci, ki lahko dosežejo pljučne mešičke, ter zelo fini delci, ki lahko prečkajo alveolo-kapilarno pregrado. Posebej nevarno je, če so med prašnimi delci tudi strupene snovi. Namen raziskave je bil ugotoviti, kakšne so razlike v količini nastalih prašnih delcev pri različnih postopkih varjenja konstrukcijskega jekla, kot so ročno obločno varjenje, varjenje MIG/MAG in varjenje TIG. Prašni delci so bili zajeti z osebnim vzorčevalnim sistemom in ujeti na filter. Analiza filtrov z ujetimi prašnimi delci je pokazala, da pride pri varjenju do vdihovanja finih delcev različnih oblik in velikosti, ki so lahko potencialno zelo nevarni za zdravje varilca ne glede na to, kateri postopek varjenja uporabimo. Poleg osebne zaščitne opreme in drugih varovalnih ukrepov, ki jih mora zagotavljati delodajalec, je zelo pomembno, da se v skladu z novimi smernicami izvaja tudi promocija zdravja na delovnem mestu in s tem zmanjša možnost negativnih vplivov na zdravje varilca.

Glavne besede: varjenje, varnost pri delu, zdravje, varilci

Welders Exposure to Dust Particles

Welding is a technological process in which large quantities of dust particles are produced. The most dangerous are fine particles that can reach the alveoli, and ultrafine particles, which can cross the alveolus-capillary barrier. It is especially dangerous if toxic substances are among dust particles as well. The purpose of the study was to determine the differences in quantities of dust particles in various welding processes from Manual Metal Arc Welding (MMAW), Gas Metal Arc Welding (GMAW) and Tungsten Inert Gas Welding (TIG) of constructional steel. Dust particles were captured on filters with a personal system of sampling. The analysis of filters with captured dust particles indicated that during welding, welders inhale fine particles of various shapes and sizes, which can be potentially very dangerous to the health of the welder, regardless of which welding process is used. In addition to personal protective equipment and other protective measures that the employer must ensure, it is very important that the employer, in accordance with the new guidelines, also carries out health promotion in the workplace and thus reduces the possibility of negative effects on the welder's health.

Key words: welding, workplace safety, protection of welders' health

Celostna obravnava onkološkega pacienta

V zadnjem času lahko v medijih in strokovnih publikacijah zasledimo veliko informacij o raku oz. rakavih boleznih, ki predstavljajo veliko skupino različnih bolezni. Sedaj poznamo več kot 200 različnih vrst in te se med seboj razlikujejo po svoji biologiji. Za vsako družbo predstavlja rak veliko breme. Rak je za laično populacijo bolezen, ki jo nedvomno povezujejo z bolečino, strahom pred smrtjo in trpljenjem. Za strokovnjake v medicini in zdravstveni negi ostaja velik izziv v smislu obvladovanja bolezni s pravnimi preventivnimi ukrepi, uvedbo presejalnih programov za zgodnje odkrivanje raka, z uspešno diagnostiko in zdravljenjem, psihološko in socialno podporo ter rehabilitacijo pacientov ter aktivnim vključevanjem združenj pacientov z rakom. Za celostno obravnavo pacienta z rakom in izrabo vseh možnosti zdravljenja je nujno aktivno vključevanje pacientov in usklajeno delo širšega multiprofesionalnega tima pri obvladovanju te bolezni. V zakonu o pacientovih pravicah pravica do celostne obravnave ne sme biti samo črka na papirju, temveč jo moramo vsi strokovnjaki sprejeti, ponotranjiti in po najboljših močeh tudi udejanjati. V prispevku bo predstavljena teoretična podlaga in primeri dobrih izkušenj iz kliničnih okolij za podporo celostni obravnavi onkološkega pacienta.

Ključne besede: celostna obravnava, rak, multiprofesionalni timi

Holistic Treatment of Cancer Patients

Recently, in the media and professional publications we could see a lot of information about cancer and cancer diseases, which represent a large group of different diseases. By now, there are more than 200 different types of cancer distinguished by their biology. For each society, cancer represents a great burden. In lay population, the cancer disease still has a bad reputation. Cancer is the disease that people clearly associate with pain, fear and suffering. It also remains a major challenge for experts in medicine and nursing care, in terms of disease control with proper preventive measures, the introduction and implementation of screening programs for early detection of cancer, the implementation of effective diagnostics and treatment, psychological and social support, rehabilitation of patients, and the active involvement of associations of patients with cancer. With implementing comprehensive treatment and using all the resources to manage the disease, it is also necessary that the cancer patient is actively involved and that the work of the broader multi-professional team is coordinated. In our patients' rights law, the right to comprehensive treatment should not be just words on paper, but all the experts need to accept, internalise and use their best efforts to enforce it. The presentation will introduce the theoretical background and examples of good practice in clinical environments to support the comprehensive treatment of cancer patients.

Key words: comprehensive treatment, cancer, multi-professional team

Korištenje rukavica u kliničkoj praksi

Cilj istraživanja je bio ispitati korištenje rukavica među zdravstvenim djelatnicima i prepoznati propuste u praksi. Provedeno je prospektivno istraživanje među zdravstvenim djelatnicima Opće županijske bolnice Požega u periodu od 1. 3. 2016. do 30. 4. 2016. Opservirana je upotreba rukavica u kliničkom okruženju. Evidentirano je 278 postupaka korištenja rukavica. Promatranje je provedeno tijekom zdravstvene skrbi na kirurškim odjelima i provodila ga je medicinska sestra za kontrolu bolničkih infekcija. Od ukupno evidentiranih postupaka korištenja rukavica 278 postupaka u 143 (51 %) postupaka evidentirana je neprimjerena upotreba rukavica. Najveći udio neprimjerenog korištenja rukavica evidentiran je pri transportu bolesnika 56 postupaka (39 %), zatim slijedi korištenje rukavica za provođenje čistih postupaka 46 (32 %), doticanje okoline kontaminiranim rukavicama evidentiran je u 24 postupka (17 %), potom kontakt s intaktnom kožom 14 postupka (10 %), te je u 3 postupka (2 %) zamijećena dezinfekcija rukavica. Prilikom pružanja zdravstvene skrbi značajan je udio neprimjerenog i prekomjernog korištenja rukavica kod zdravstvenih djelatnika. Postupci neprimjerenog korištenja rukavica mogu se pripisati lošim uzorima u kliničkom okruženju koji utječu na formiranje znanja i vještina. Potrebno je potaknuti promjene u percepciji prevencije infekcija kod zdravstvenih djelatnika kako bi se zdravstvena skrb temeljila na dokazima i smjericama koje će biti integrirane u profesionalni razvoj i kliničku praksu.

Ključne riječi: rukavice, zdravstveni djelatnici, bolničke infekcije

The Use of Gloves in the Clinical Practice

The objective of the study was to examine the use of gloves among healthcare providers and to identify lapses in practice. This prospective study was conducted among healthcare professionals in General Hospital Požega in the period between 1 March and 30 April 2016. The use of gloves in a clinical setting was observed. There were 278 recorded procedures where the gloves were used. The observation was conducted by the hospital infections control nurse during nursing care at surgical wards. Out of 278 recorded gloves using procedures in total, in 143 procedures (51%) the inappropriate use of gloves was recorded. The largest proportion of inappropriate use of gloves was recorded in the transport of patients - 56 cases (39%), followed by the use of gloves for implementation of clean procedures - 46 cases (32%). Touching the environment by contaminated gloves was recorded in 24 procedures (17%), the contact with intact skin in 14 procedures (10%), and the use of disinfected gloves was observed in 3 procedures (2%). There is a significant proportion of inappropriate and excessive use of gloves among healthcare workers while providing nursing care. The inappropriate use of gloves may be attributed to poor role models in clinical settings that affect the formation of knowledge and skills. It is necessary to encourage changes in the perception of the infection prevention procedures among healthcare workers, to base the health care on evidences and guidelines that would be integrated into the professional development and clinical practice.

Key words: gloves, healthcare workers, healthcare-associated infections

Projekt »Živim življenje ... s stomo«

Projekt »Živim življenje... s stomo« deluje v sklopu številnih mednarodnih projektov E-medice. Gre za dve leti trajajoč projekt, ki smo se ga lotili v želji po nadgraditvi znanja s področja obravnave pacientov s stomo. Projekt zajema pet faz, katerih osnovni namen je bil poglobitev obstoječega in pridobitev dodatnega znanja ter izmenjava znanja in izkušenj. Na začetku projekta smo obravnavali tvegan slog življenja za črevesna obolenja, čemur je sledil ogled operativnega posega na črevesu. Najobširnejša, tretja faza projekta zajema hospitalno obravnavo pacienta z izločalno stomo, zadnji dve pa obravnavata enterostomalnega terapevta v domačem okolju ter izkušnjo pacienta s stomo. Sodelujoči mentorji in dijaki so pokazali veliko motivacije in kreativnosti, kar je pri projektnem delu ključno. S projektom poleg omenjenega razširjamo tudi mednarodno strokovno povezovanje s tujimi zdravstvenimi in partnerskimi šolami.

Ključne besede: projektno delo, dijaki, pacienti s stomo

Project “To Live a Life ... with a Stoma”

The project “To Live a Life ... with a Stoma” is a part of many international projects under the E-medica. It is a two years' project, which was undertaken by the desire to build up the knowledge for treating patients with a stoma. The project comprises five phases, of which the main purpose was to deepen and acquire additional knowledge and exchange the knowledge and experience. At the beginning of the project we discussed a risky lifestyle for bowel diseases, then we watched the colon surgery. The most comprehensive, the third phase of the project covers hospital treatment of the patient with a stoma, and the last two phases deal with enterostomal therapist in the home environment and experience of the patient with a stoma. Mentors and students showed a great deal of motivation and creativity, which is crucial in the project work. The project also helps to expand the international professional cooperation with foreign medical schools and partner schools.

Key words: project work, student, patient with a stoma

Zdravilne lastnosti lesa in vpliv njegove zvočnosti na posameznikovo počutje

Prispevek predstavlja bodočo raziskavo o vplivu zvočnosti lesa na počutje in ugodje posameznika. Multidisciplinska raziskava naj bi potekala od oktobra 2016 do junija 2017 in bi v začetni fazi zajela institucije: a) Šolski center Novo mesto, kot koordinator projekta in institucija, ki bo izvajala začetno izobraževanje dijakov in študentov, pridruženih v tem projektu, b) Biotehniško fakulteto v Ljubljani, ki bo izvajala meritve na slovenskih avtohtonih vrstah lesa in c) vrtec Pedenjped v Novem mestu, ki bo omogočal testiranje na terenu. V zaključni fazi naj bi projekt zajel še institucije z drugih področij (predvsem s področja glasbe in zdravstva), ki bodo s svojimi prispevki omogočile poglobljeno razumevanje vpliva lesa, predvsem glede njegove zvočnosti, na zdravje in na splošno počutje posameznika. Odločitev o izvajanju projekta »Zvočnost lesa« izhaja iz želje avtorjev, da bi ozaveščala širšo skupnost o lesu, ki naj ne bi bil samo konstitutivni material mnogih glasbenih instrumentov in imel samo pomembne vloge pri načrtovanju in izdelavi le-teh. Avtorja vidita les kot sredstvo, ki lahko vpliva na posameznikovo akustično in estetsko doživljanje ter na njegove čutilne sposobnosti.

Ključne besede: les, glasba, muzikoterapija

The Healing Properties of Wood and the Impact of Its Sonority on the Individual's Well-Being

The paper presents the future research on the impact of sonority of wood on well-being and comfort of the individual. Multidisciplinary research will take place from October 2016 to June 2017, and in the initial phase it will cover the following institutions which will have specific functions in this research: a) School Centre Novo mesto, as the project coordinator and the institution providing the initial training of pupils and students who will join this project, b) Biotechnical Faculty in Ljubljana, which will carry out measurements on the Slovenian indigenous wood species, c) kindergarten Pedenjped in Novo mesto, which will provide testing in the field. In the final phase of the project, other scientific areas and institutions will be covered (particularly the field of music and health). It is expected that their contributions will allow an in-depth understanding of the impact of wood, especially in terms of its sonority on health and general well-being of the individual. The decision to carry out this project is to raise the awareness of the wider auditorium about the quality of wood, which is not only the constituent material of many musical instruments and has not only an important role in their design and manufacture. The authors see wood as an asset that can affect an individual's acoustic and aesthetic experience and their sensory abilities.

Key words: wood, music, music therapy

Uporaba glasbe pri artikulacijskih vajah za otroke z downovim sindromom

Prispevek obravnava uporabo glasbe pri spodbujanju jezikovnega razvoja otrok z downovim sindromom. Številni avtorji, ki se ukvarjajo z raziskovanjem posameznih področij razvoja pri otrocih z downovim sindromom, ugotavljajo, da pri teh otrocih še najbolj zamujata govor in jezikovni razvoj, ki v veliki meri vplivata na njihovo celotno funkcioniranje in življenje. Ne glede na individualne razlike v socialnem, kognitivnem in jezikovnem razvoju imajo otroci z downovim sindromom specifičen profil jezika in komunikacije, ki je v tesni povezavi s kognitivnim in socialnim razvojem. Glede na to, da različne raziskave kažejo na visoko pojavnost artikulacijskih problemov pri oblikovanju glasov, ki se kažejo pogosteje pri soglasnikih kot pri samoglasnikih, se je avtorica odločila, da uporabi glasbo za dodatne artikulacijske vaje. V ta namen so na OŠ Dragotina Ketteja v Novem mestu od 18. marca do konca maja 2016 potekale artikulacijske vaje za tri otroke z downovim sindromom, ki so bile izvedene v okviru strokovnega modula Glasbeno izražanje, ki je del predmetnika v 4. letniku srednješolskega programa predšolske vzgoje na ŠC Novo mesto, enota SGLVŠ. Artikulacijske vaje za tri otroke z downovim sindromom, ki so jih izvajali dijaki pod mentorstvom avtorice in pri katerih je nastala dokaj obsežna video dokumentacija, so celo v kratkem časovnem obdobju pokazale napredek pri artikulaciji glasov.

Ključne besede: glasba, downov sindrom, artikulacijske vaje

The Use of Music in Articulation Exercises for Children with Down Syndrome

The article deals with the use of music in promoting language development of children with Down syndrome. Many authors engaged in researching various areas of development in children with Down syndrome have found out that these children have a delay of speech and language development, which is largely influencing their overall functioning and their entire life. Irrespective of the individual differences in social, cognitive and language development, children with Down syndrome have a specific language and communication which is closely linked to the cognitive and social development. Given that various studies indicate a high incidence of articulation problems in language which is reflected more in vowels than consonants, the author decided to use music for additional articulation exercises, which were carried out from 18 March until the end of May 2016, for three children with Down syndrome in Dragotin Kette Primary School in Novo mesto. The articulation exercises were carried out within the framework of the professional module Musical Expression, which is part of the curriculum in the 4th year of the secondary school programme Preschool Education, School Centre Novo mesto. The articulation exercises for the three children, carried out by students under the supervision of the author, showed progress in articulation of the vowels even in a short period of time. A quite extensive video documentation was produced during these exercises as well.

Key words: music, Down syndrome, articulation exercises

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Kakovost umiranja v domu starejših: ali je vključitev v paliativno oskrbo pomembna?

Umiranje in smrt v domovih starejših je pogosto, toda dostop do paliativne oskrbe je omejen. Cilj raziskave je bil prikazati oskrbo umirajočih stanovalcev v domu starejših v zadnjih 48-ih urah. Narejena je retrospektivna raziskava umrlih v enem domu starejših, v enem letu. Podatki so bili pridobljeni iz dokumentacije umrlih in so prikazani opisno. V enem letu je umrlo 57 stanovalcev (14 v bolnišnici, 43 v domu). V paliativno oskrbo je bilo vključenih 20 od 43-ih. Pri njih so bili vzroki smrti bolezni srca in žilja, možganska kap in rak. Z vključitvijo v paliativno oskrbo je bil seznanjen eden, pri 15-ih njihovi svojci, 4 jih niso imeli. Izvajalo se je merjenje vitalnih funkcij, aplikacija zdravil subkutano in kisika, hipodermokliza, umetno hranjenje. Zdravljeni so bili z analgetiki in psihotiki zaradi simptomov težkega dihanja, bolečin, motenj zavesti, inkontinence in negibljivosti. S stanovalci v domu starejših se ni odkrito govorilo o bližnji smrti, niso bili seznanjeni z možnostjo lajšanja težav s paliativno oskrbo in avtonomnim odločanjem. Zdravstvena nega se je izvajala po načelih paliativne oskrbe samo glede lajšanja bolečin in motenj zavesti. Prikaz umiranja v domu starejših lahko služi kot informacija za boljše razumevanje kakovostnega umiranja in smrti.

Ključne besede: oskrba ob koncu življenja, vnaprejšnja volja, paliativni pristop

Quality of Dying in Residential Care Home: Is the Inclusion in Palliative Care Important?

Dying and death are common in residential care homes for older people, but access to palliative care is limited. The objective of the research was to examine the care of the dying residents in one residential care home in the last 48 hours. The retrospective study was performed about the deceased residents in one residential care home in one year. Data were obtained through the documents of deceased and are presented descriptively. In a year's time 57 residents died (14 in a hospital, 43 in the care home). 20 were included in the palliative care. The main causes of death were cardiovascular disease, stroke and cancer. One resident was informed about the palliative care, for 15 residents their relatives were informed, 4 did not have any relatives. Measurements of vital signs, administration of drugs subcutaneously and oxygen, hypodermoclysis, and artificial feeding were performed. The residents were administered analgesics and psychotics to treat the symptoms of breathlessness, pain, disorders of consciousness, incontinence and immobility. The residents in the care home did not have open talks about near death, they had not been informed about the possibility of alleviation of problems with palliative care and the autonomy of their decision. Nursing has been implemented according to the principles of palliative care only with respect to pain relief and disturbances of consciousness. The presentation of dying in the residential care home for older people can provide information to better understand the quality of dying and death.

Key words: end of life care, living will, palliative approach

Terapevtsko spremljanje koncentracij: podpora za precizno medicino

Precizna medicina je definirana kot novi pristop za zdravljenje in preprečevanje bolezni z upoštevanjem variabilnosti genov, okolja in življenjskega sloga za posameznega bolnika. Osredotoča se na preučevanje raznolikosti med posamezniki za preprečevanje bolezni, nege in zdravljenja. Terapevtsko spremljanje koncentracij zdravil (TDM) pa kot multidisciplinarno klinično dejavnost, ki zajema laboratorijsko merjenje koncentracij zdravilnih učinkovin v telesnih tekočinah (plazma, serum, kri) in klinično interpretacijo rezultatov, predstavlja osnovo za izvajanje precizne medicine. Širša uporaba TDM je podprta še z farmakogenetskim testiranjem. Primerni biološki vzorci, kakor tudi razpoložljivost ustreznih analiznih metod za vrednotenje zdravilnih učinkovin ter njihovih metabolitov, so potrebni za uspešno TDM. Rutinsko TDM se trenutno uporablja pri različnih zdravilih, kot so nekateri imunosupresivi, antibiotiki, antiepileptiki, antidepresivi in drugi. TDM koncept je prepoznan kot podporno orodje v precizni medicini, vendar je zaradi pomanjkljivih podatkov o kliničnih in ekonomskih izidih iz randomiziranih kliničnih študij razširjena uporaba TDM v rutinski klinični praksi omejena.

Ključne besede: farmakogenetsko testiranje, koncentracije zdravil, precizna medicina, variabilnost

Therapeutic Drug Monitoring: Support for Precision Medicine

Precision medicine is defined as an emerging approach for disease treatment and prevention by taking into account individual variability in genes, environment, and lifestyle for each person. It focuses on understanding individual variability in disease prevention, care, and treatment. The therapeutic drug monitoring (TDM) as a clinical specialty that involves laboratory measurement of the drug concentrations in body fluids such as plasma, serum or blood, and the clinical interpretation of the result, is the key conceptual basis for precision medicine. Broader application of the TDM is further supported by the pharmacogenetic testing. Suitable biological samples as well as availability of analytical methods for quantification of the drugs and their metabolites are needed for successful TDM. Routine TDM is performed for several immunosuppressive drugs, antibiotics, antiepileptics, antidepressants etc. Even though, TDM is recognized as a supportive clinical patient management tool in the application of precision medicine, the limited evidence on patient and economic outcomes from randomized clinical trials is a major obstacle to its widespread in routine clinical practice.

Key words: therapeutic drug monitoring, precision medicine, variability

Multimorbidnost pri sladkornih bolnikih

Sladkorna bolezen je samostojen dejavnik tveganja za aterosklerozo, ki za 1.5 do 3-krat povečuje incidenco srčno-žilnih zapletov. Cilj naše raziskave je bil ugotoviti razliko v pogostosti perifere arterijske bolezni, ishemične bolezni srca, varic, depresije in osteoartroze med diabetiki in zdravimi preiskovanci. Raziskavo smo opravili v občini Metlika. V testni skupini je bilo 220 diabetikov, starih med 26 in 87 let, od tega 96 M, 126 Ž. Kontrolna skupina, ki je imela 220 preiskovancev brez diabetesa, je bila primerljiva s testno po starosti, spolu in poklicu. Periferno arterijsko bolezen smo diagnosticirali s pomočjo ultrazvočnega doplerskega detektorja, medtem ko smo varice ugotavljali s kliničnim pregledom. Ishemično bolezen srca smo ugotavljali s pomočjo EKG in določanja troponina v krvi. Osteoartrozo smo diagnosticirali na podlagi klinične slike in rentgenskega izvida, medtem ko smo med depresivne bolnike uvrstili paciente, ki so jemali antidepresivna zdravila. Periferno arterijsko bolezen smo diagnosticirali pri 39.1 % diabetikov in 8.6 % preiskovancev kontrolne skupine ($p < 0.001$), medtem ko smo ishemično bolezen srca ugotovili pri 24 % diabetikov in 12 % preiskovancev kontrolne skupine ($p < 0.01$). Depresija je ugotovljena pri 15 % sladkornih bolnikov in 3.6% preiskovancev brez diabetesa ($p < 0.001$). Razlika v prevalenci osteoartroze in varic med testno in kontrolno skupino ni bila statistično pomembna. V prispevku razpravljamo o vlogi družinskega zdravnika v celostni obravnavi, diagnostiki in zdravljenju multimorbidnih bolnikov.

Ključne besede: sladkorna bolezen, periferna arterijska bolezen, depresija, osteoartroza, multimorbidnost

Multimorbidity in Diabetic Patients

Diabetes mellitus is an independent risk factor which increases cardiovascular morbidity and mortality by 1.5 – 3 times. The aim of this study was to determine the difference in the frequency of peripheral arterial disease, ischemic heart disease, varicose veins, depression and osteoarthritis between diabetic patients and healthy subjects. The research was carried out in Metlika. The test group included 220 diabetic patients (94 male, 126 female patients, age: 26-87). The control group consisted of 220 patients without diabetes, who were comparable to the test group by age, gender, and profession. The peripheral arterial disease was diagnosed using Doppler ultrasound, whereas varicose veins were diagnosed clinically. The ischemic heart disease was diagnosed using electrocardiogram and blood troponin concentration. Osteoarthritis was diagnosed clinically and using roentgenogram. Depression was diagnosed according to which patients were taking antidepressants. The peripheral arterial disease was diagnosed in 39.1% of patients with diabetes mellitus and in 8.6% of the control group ($p < 0.001$). Depression was diagnosed in 15% of diabetic patients and 3.6% of the control group ($p < 0.001$). There was no significant difference between the diabetic and control groups in prevalence of varicose veins and osteoarthritis. The paper analyses the role of general practitioners in multimorbidity diagnosis and treatment.

Key words: diabetes mellitus, peripheral arterial disease, depression, osteoarthritis, multimorbidity

Assessment Nursing and Holistic Approach: a Case Study

You can define a disease as an alteration of the physiological state of ,organism capable of reducing and / or adversely modify the normal function, if we refer to the etymology of the term, then the concept becomes more complex, not surprisingly the British use three terms to talk about the "phenomenon" disease: disease, illness and sickness. When V. Fry introduces the term nursing diagnosis, the very concept of holism has an even more important meaning, based on the idea that a complex system (the human being) can not be explained (and including) only analyzing its individual components, but considering that totality, that complexity that makes the human person a being-nel- need. The holistic nursing care is an ongoing process whose principle is based on a data collection model to define the health problems related to the totality of the person. The data collection is the focus for applying a holistic nursing care and, for this, we compared two different data collection mode, the first based on the current model and the second focused on the holistic approach, and represented by a case study on urinary incontinence functional.

Key words: holism, nursing, nursing diagnosis, nursing assessment

Ocenjevalna zdravstvena nega in celostni pristop: študija primera

Bolezen lahko definiramo kot spremembo fiziološkega stanja organizma, ki zmanjša in / ali škodljivo spremeni njegovo normalno delovanje. Če pa se osredotočimo na etimologijo izraza bolezen, pojem postane bolj zapleten, zato ni presenetljivo, da angleški jezik loči tri različne termine za pojem bolezen: disease, illness in sickness. Ko V. Fry uvede izraz negovalna diagnoza, postane koncept holizma še bolj pomemben. Temelji na ideji, da kompleksnega sistema (človeka) ni mogoče razložiti zgolj z analizo posameznih sestavin, ampak glede kot celoto, kompleksnost, ki dela človeka bitje s potrebami. Celostna zdravstvena nega je kontinuirani proces, katerega načelo temelji na modelu zbiranja podatkov za določanje zdravstvenih težav v skladu s celovitostjo osebe. Zbiranje podatkov je ključno za izvajanje celostne zdravstvene nege, zato smo s tega vidika primerjali dva različna načina zbiranja podatkov za ocenjevalno zdravstveno nego pacienta. Prvi je temeljil na modelu, ki je v uporabi, drugi pa je bil osredotočen na celostni pristop ter predstavljen s študijo primera funkcionalne urinske inkontinence.

Ključne besede: holizem, zdravstvena nega, negovalna diagnoza, ocenjevalna zdravstvena nega

Vloga koordinatorja zdravstvene oskrbe pri celostni obravnavi pacienta

Zdravstvena oskrba je sestavljena iz mnogih aktivnosti, ki za učinkovito in racionalno izvedbo potrebujejo koordinacijo. Z metodo deskriptivne statistike smo analizirali podatke o hospitaliziranih pacientih na Kirurškem oddelku Splošne bolnišnice Jesenice od leta 2004 do 2014. V teh letih smo zdravili 62 688 pacientov. Povprečna ležalna doba se je skrajšala od 5,65 dni leta 2004 na 3,23 dni v letu 2014 (padec za 42,8 %). V istem času je bil delež ponovnih sprejemov v povprečju 1,47 % brez trenda naraščanja. Povprečna vrednost količnika skupin primerljivih primerov je narasla od 1,445 do 1,884 (porast za 30,4 %). Učinkovitost kot količnik med vrednostjo SPP in ležalno dobo se je izboljšala od 0,288 do 0,521 (porast za 80,1 %). Spremembe procesov so možne le ob optimizaciji z definiranimi standardi, ki so združeni v kliničnih poteh in koordinatorju. Na ta način smo začeli na dnevnem oddelku in nadaljevali na drugih oddelkih. Koordinator spremlja pacienta že doma, ga pripravlja na poseg in skrbi, da je ob odhodu domov optimalno pripravljen. Načrtuje in usklajuje program ter spremlja izvajanje, odklone, beleži odpadle in prenaročene paciente. Sočasno je del tima na oddelku, kjer sodeluje pri načrtovanju odpusta. S koordinacijo poskrbi, da je ležalna doba kratka in pacientov prehod od doma v bolnišnico in nazaj domov čim mehkejši.

Ključne besede: koordinator zdravstvene oskrbe, bolnišnica, ležalna doba, učinkovitost

The Role of the Healthcare Coordinator in Holistic Approach to the Patient

Healthcare is composed of many activities which for the effective and rational execution require coordination. With method of descriptive statistics, we analysed data of hospitalised patients in the Surgical department of Jesenice General Hospital from 2004 to 2014. During these years, we treated 62,688 patients. The average length of stay was reduced from 5.65 days in 2004 to 3.23 days in 2014 (42.8% decrease). At the same time, the proportions of re-admissions were averaged 1.47% with no upward trend. The average value of the diagnosis related groups cases rose from 1,445 to 1,884 (an increase of 30.4%). Efficiency as the ratio between the DRG value and length of stay improved from 0.288 to 0.521 (an increase of 80.1%). Changes of processes are possible only with the optimisation with defined standards, which are grouped into clinical pathways and healthcare coordinator. In this way we started the day surgery and continued at the departments. The healthcare coordinator monitors the patient at home, prepares them for surgery and makes sure that they are optimally prepared for discharge. The healthcare coordinator plans and coordinates the schedule and monitors its implementation, cancelled surgeries, variances in clinical pathways and overbooked patients. At the same time, he/she is a member of the team at the department, participating in the planning of discharge. With the coordination, the hospital stay is shorter and the patient's transition from home to hospital and back is smoother.

Key words: healthcare coordinator, hospital, length of stay, efficiency

Zahtjevnost sestrinske skrbi onkološkog pacijenta iz perspektive studenata studija sestrinstva

Sestrinska skrb za osobe oboljele od onkoloških bolesti je vrlo kompleksna te zahtjeva cjeloviti i individualni pristup svakom pacijentu. Na studiju sestrinstva premalo se priprema studente na složenost i zahtjevnost sestrinske skrbi na onkološkim odjelima. O zdravstvenoj njezi onkološkog bolesnika govori se tek na izbornom kolegiju. Ovim se istraživanjem htjelo vidjeti kakvi su stavovi studenata o radu s onkološkim pacijentima, njihova kompetentnost u komunikaciji s oboljelima od onkoloških bolesti i njihovim obiteljima te uvidjeti povezanost određenih varijabli s godinama studija i radnog staža. U istraživanju su sudjelovali studenti studija sestrinstva svih triju godina studija. Odgovori su bili prikupljeni pomoću ankete. Postavljene su četiri hipoteze od kojih su tri potvrđene. Rezultati istraživanja pokazali su da je edukacija o komunikaciji s onkološkim bolesnicima nedostatna i da nema povezanosti između godina radnog staža i učinkovitosti komunikacije. Više od polovice studenata onkološki odjel ne smatra poželjnim radnim mjestom što se može povezati s činjenicom da većina studenata smatra kako je rad s onkološkim bolesnicima psihički najzahtjevniji za medicinsku sestru.

Ključne riječi: medicinska sestra, sestrinska skrb, komunikacija, onkološki bolesnici

Nursing School Students' Perspective on Challenges in Nursing Care of Oncology Patients

Oncology patient care from nurses' perspective is very complex and requires a comprehensive and individual approach to each patient. Nursing school students are inadequately prepared for complexity and demands of care in oncology departments. Patient care for oncology patients is covered only as an optional course. This study aims to ascertain the students' viewpoints on working with cancer patients, their competence in communication with cancer patients and their families, and to study the relationship of certain variables with the duration of study and work experience. Nursing school students attending all three years of the course participated in the study. The responses were collected using a questionnaire. Four hypotheses were set, three of which have been confirmed. The results demonstrated that the education on communication skills regarding oncology patients is inadequate and that there is no correlation between years of work experience and communication efficacy. More than half of the students consider oncology departments an undesirable workplace, which can be linked to the fact that most of the students believe that work with oncology patients is mentally most demanding for a nurse.

Key words: nurse, nursing care, communication, oncology patients

Znanja i stavovi studenata studija Sestrinstva o emocionalnoj inteligenciji

Emocionalna inteligencija je skup sposobnosti koji uključuje uočavanje, razumijevanje, izražavanje, regulaciju i upravljanje vlastitim i tuđim emocijama. Emocije su sastavni dio ljudi, stoga medicinske sestre, čiji se posao temelji na radu s ljudima moraju imati visoku emocionalnu inteligenciju. Cilj istraživanja je procijeniti mišljenje studenata sestrinstva o važnosti emocionalne inteligencije u radu medicinske sestre, uvidjeti koliku razinu emocionalne inteligencije posjeduju studenti te koliko znanje o istoj imaju. U istraživanju je sudjelovalo 125 studenata studija sestrinstva. Istraživanje je provedeno pomoću ankete koja se sastojala od pitanja koja uključuju opće podatke, mišljenje pomaže li emocionalna inteligencija medicinskoj sestri u radu, tvrdnje kojima se provjerava znanje o emocionalnoj inteligenciji i preuzeti upitnik kojim se izračunava razina iste. Postavljene su tri hipoteze, a samo je jedna potvrđena. Istraživanje je pokazalo da većina studenata smatra kako je medicinskoj sestri potrebna emocionalna inteligencija u radu. Razina emocionalne inteligencije koju posjeduju studenti je prosječna, a teorijsko znanje o emocionalnoj inteligenciji vrlo dobro.

Ključne riječi: emocionalna inteligencija, medicinska sestra, samosvijest, empatija, komunikacija

Nursing School Students' Viewpoints and Awareness regarding Emotional Intelligence

Emotional intelligence is a set of capabilities that includes perception, understanding, expression, control, and management of personal and the emotions of others. Emotions are an integral part of humans, and nurses, whose work is based on working with people, need to have high emotional intelligence. The aim of this study is to assess the opinion of nursing school students about the importance of emotional intelligence in the work of nurses, ascertain the students' emotional intelligence level and knowledge of the subject. The study included 125 nursing school students. The study was conducted using a survey that included questions on general knowledge, on whether emotional intelligence facilitates nurses at work, statements used to test the knowledge about emotional intelligence, and an existing survey that determines the level of it. Three hypotheses were set, and one has been confirmed. The study has shown that the majority of tested students consider that nurses need emotional intelligence to work. The level of emotional intelligence that students possess is average, and the theoretical knowledge of emotional intelligence is very good.

Key words: emotional intelligence, nurse, self-awareness, empathy, communication

Stiske, ki jih doživljajo svojci dementnih oseb v domačem okolju

Demenca je kronična bolezen možganov, ki z leti napreduje do te mere, da je obolela oseba popolnoma odvisna od pomoči drugih. Svojci tako večkrat predstavljajo glavni vir pomoči oboleli osebi. Namen prispevka je predstaviti stiske in potrebe svojcev dementnih oseb v domačem okolju. Izvedena je bila pilotska študija na podlagi anketnega vprašalnika. Večina anketiranih oseb je bilo ženskega spola (90.9 %). 45.5 % anketiranih je bilo starejših od 65 let, od katerih jih 72.7 % živi v skupnem gospodinjstvu z dementno osebo. Največjo stisko pri skrbi za tako osebo svojcem povzročajo predvsem psihične in vedenjske spremembe (72.7 %), ki so povezane s pogostejšim občutkom žalosti ($p = 0.026$) in nemoči ($p = 0.011$) pri svojcih. 70 % svojcev meni, da so preobremenjeni in da skrb za družinskega člana z demenco vpliva na njihovo zdravstveno stanje. Svojci si želijo predvsem konkretnih oblik pomoči v smislu pomoči na domu (63.6 %), možnosti obiska dnevnega centra (36.4 %) ter skupine s svojci (27.3 %). Glede na omenjeno dejstvo, da svojci predstavljajo glavni vir pomoči osebi, oboleli za demenco, in so po rezultatih raziskave očitno preobremenjeni, je potrebno v Sloveniji implementirati program celostne obravnave dementnih oseb, ki bo zagotavljal take oblike pomoči, da bo svojcem olajšana skrb za obolele bližnje, osebam z demenco pa zagotovljeno čim daljše bivanje v domačem okolju.

Ključne besede: dementne osebe, svojci, oblike pomoči, domače okolje

The Burden of Family Members Caring for the Person with Dementia in Home Environment

Dementia is a chronic brain disease that progresses to such an extent that the person is completely dependent on the help of others. Therefore family members (FM) many times represent the main source of care. The purpose of this paper is to highlight the FM burden when caring for a person with dementia (PD) in home environment. A pilot study based on a questionnaire was performed. Most participants were female (90.9%). 45.5% of FM were older than 65 years, of which 72.7% live in the same household as a PD. The greatest burden for FM when providing care for PD were psychological and behavioural changes in dementia (72.7%), which were also linked to a higher percentage of feelings of sadness ($p=0.026$) and powerlessness ($p=0.011$) among FM. 70% of FM pointed out that they are overburdened and that caring for PD already affects their health. FM indicated a need for practical forms of help, especially home assistance (63.6%), day care centre visits (36.4%) and family groups (27.3%). The results of this pilot study clearly shows that FM are extremely burdened when providing care for PD. Therefore there is a great need for implementation of a program based on holistic approach and person-centred care for PD in Slovenia, that will provide the forms of assistance to relieve the FM and enable PD a longer stay in their home environment.

Key words: family members, person with dementia, care, forms of assistance, home environment

Najpogostejše težave bolnikov na subkutani biološki anti-TNF alfa terapiji

Subkutana anti TNF-alfa biološka zdravila omogočajo bolnikom z revmatično boleznijo boljši nadzor nad boleznijo in boljšo kvaliteto življenja. V naši specialistični ambulanti medicinske sestre nudijo bolnikom izobraževanje iz tehnike samoapliciranja zdravila ter jim omogočajo telefonsko svetovanje v primeru težav med zdravljenjem. Z raziskavo smo želeli osvetliti področja, zaradi katerih bolniki med terapijo iščejo nasvet po telefonu. Podatki vključujejo starost, spol, ime biološkega zdravila in težavo, zaradi katere bolnik išče nasvet. Med zbiranjem podatkov je iskalo nasvet po telefonu 98 bolnikov (23 % žensk) povprečne starosti 56.1 let (SD = 13,9). Razmerje anti-TNF alfa bioloških zdravil: certolizumab (9 %), etanercept (27 %), adalimumab (41 %) in golimumab (23 %). Najpogostejše težave po posameznih skupinah: kožna reakcija (20 %), okužbe (36 %), cepljenje (2 %), interakcije z zdravili 10 %, načrtovan operacijski poseg (10 %), drugo (22 %). 22 % bolnikov je iskalo nasvet za različne zdravstvene težave (otečeni sklepi, neuspešno zdravljenje, neželeni učinki, pokvarjen hladilnik ipd.). Nismo našli statistično pomembne povezave med posameznim biološkim zdravilom in težavami bolnikov. Telefonski dostop je za bolnike izjemno pomemben.

Ključne besede: bolniki, revmatizem, biološka zdravila, anti-TNF alfa terapija, medicinske sestre, telefonsko svetovanje

The Most Frequent Issues of Patients on Subcutaneous Anti -TNF Alpha Therapies

Subcutaneous TNF blockers enable inflammatory rheumatic patients to better control their disease and subsequently improve the quality of their daily functioning. At our Department of Rheumatology, the trained nurses provide education about proper subcutaneous (s.c.) administration techniques and telephone counselling about different issues of patients concerning their treatment. The aim of our study was to look at the most frequent questions of patients about their treatment. The data included were patient age and gender, prescribed anti-TNF drug, and description of the patient reported query regarding their s.c. anti-TNF treatment. During the observation period, 98 patients (23% were female patients, average age 56.1 (SD = 13.9) treated with subcutaneous TNF blocker asked for help using a telephone call. The patients were treated with the following s.c. anti-TNF drugs: certolizumab (9%), etanercept (27%), adalimumab (41%), and golimumab (23%). The most common patient problems on subcutaneous TNF inhibitors were: skin reactions (20%), infections (36%), vaccinations (2%), drug interactions (10%), planned surgical procedures (10%) and other 22%. In 22% of cases patients needed the telephone advice for other different health problems (swollen joints, drug ineffectiveness, potential adverse effects). We did not find any significant difference concerning particular TNF blocker and the relevant patient problem. Telephone advice assistance, however, is valuable for patients.

Key words: subcutaneous anti-TNF biological therapies, nurses, most frequent issues, telephone advice

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Higiena rok pri zdravstvenih delavcih in pojavnost bolnišničnih okužb

Okužbe povezane z zdravstvom, še posebno okužbe z večkratno odpornimi bakterijami, predstavljajo enega izmed pogostih zapletov zdravljenja v bolnišnicah. Dosledno izvajanje higijene rok je že vrsto let prepoznano kot eden ključnih faktorjev za obvladovanje širjenja okužb v zdravstveni dejavnosti. Namen raziskave je bil retrospektivno analizirati rezultate mikrobioloških preiskav vzorcev kužnin v bolnišnici Topolšica o pojavljanju večkratno odpornih bakterij za petletno obdobje (2011-2016) ter omenjene rezultate primerjati z rezultati spremljanja higijene rok pri zdravstvenih delavcih. Doslednost izvajanja higijene rok v petih ključnih trenutkih je bila spremljana tako v okviru odkritega kot prikritega opazovanja. V obravnavanem obdobju je zaznati povezavo med deležem odvzetih nadzornih kužnin ob sprejemu in deležem bolnikov, pri katerih so dokazali prisotnost večkratno odpornih bakterij, ter povezavo med doslednim izvajanjem higijene rok in pojavnostjo z rezistentnimi sevi koloniziranih bolnikov. Ugotovitve raziskave kažejo na pomen izobraževanja in usposabljanja zaposlenih zdravstvenih delavcev o higieni rok. Rezultati nadzora nad izvajanjem higijene rok so razkrili razliko med znanjem in vestno izvedbo, ki se kaže v slabši izvedbi v trenutkih, ko zdravstveni delavec prisotnosti ocenjevalca ne zazna. Za uspešno izvajanje higijene rok je pomembno stalno delo z zaposlenimi in njihovo opolnomočenje ter spodbujanje k vestni in pravilni higieni rok.

Ključne besede: bolnišnične okužbe, higiena rok, večkratno odpome bakterije

Hand Hygiene of Healthcare Workers and Occurrence of Healthcare-Associated Infections

Healthcare-associated infections, especially hospital-acquired infections from multiple resistant bacteria, present one of the most common complications of hospital care. Strict adherence to recommended hand hygiene practices has long been recognized as one of the key factors in healthcare infection prevention. The purpose of the study was a retrospective analysis of the results of microbiological examination of microbiological samples for MRSA and ESBL in the Topolšica hospital. The study focused on the incidence of multiple resistant bacteria in the five-year period (2011 – 2016). The findings were compared to the results of the hand hygiene practices among healthcare workers. Adherence to hand hygiene standards was monitored in five key moments by both, overt and covert observation. Within the stated period, the relation was established between the incidence of resistant strains of colonised patients and the strict adherence to the hand hygiene standards. The research findings clearly indicate the necessity of education and training of the employed healthcare workers about the hand hygiene. The results of the hand hygiene observation documented the gap between the knowledge and hand hygiene performance which was revealed under covert observation. To achieve the strict hand disinfection practice, it is necessary to continuously educate and encourage compliance of healthcare workers with the correct hand hygiene procedures.

Key words: healthcare-associated infections, hand hygiene, multiple resistant bacteria

Pomen prostega časa pri gibalno oviranih osebah

V prostočasnih aktivnostih se sprostim in dobimo motivacijo za vsakodnevne obveznosti. Preučevali smo, kako zadovoljstvo v prostem času vpliva na zadovoljstvo z življenjem. V kvalitativno analizo so bili vključeni intervjuji s štirimi gibalno oviranimi osebami. V kvantitativno raziskavo je bilo skupno vključenih 843 udeležencev, razdeljenih v dve skupini. Skupina 1 je vključevala 554 oseb brez zmanjšane gibalne zmožnosti. Skupina 2 pa je vključevala 303 osebe z zmanjšano zmožnostjo in bila glede na vrsto oviranosti razdeljena še v tri podskupine. V kvalitativni analizi je bilo obravnavanih šest kategorij: pomen prostočasnih aktivnosti za zdravje in življenje, spremembe v izvajanju prostočasnih aktivnosti, ovire in podpore za izvedbo in izkušnje »flowa«. Osebe brez zmanjšane gibalne zmožnosti dosegajo višje zadovoljstvo z življenjem kot gibalno ovirane osebe. Glede zadovoljstva v prostem času med skupinama 1 in 2 ni statistično pomembnih razlik. Vpliv zadovoljstva v prostem času na zadovoljstvo z življenjem je večji pri osebah z zmanjšano zmožnostjo. Prosti čas je pri osebah z zmanjšano gibalno zmožnostjo pomemben za zadovoljstvo z življenjem, zato mora biti del celostne obravnave. Delovni terapevti z adaptacijo aktivnosti in aplikacijo pripomočkov odpravljajo ovire za izvedbo aktivnosti.

Ključne besede: gibalno ovirane osebe, prosti čas, zadovoljstvo z življenjem, delovni terapevti

The Meaning of Leisure Time for People with Disabilities

When taking part in leisure time activities, one relaxes and gains motivation to cope with obligations of everyday life. Leisure satisfaction is related to life satisfaction. The meaning and satisfaction of leisure time for life satisfaction were studied. Four interviews of people with disabilities were included in the qualitative analysis. The total of 843 respondents participated in the quantitative research, divided into two groups. The first group consisted of 554 participants without disabilities and the second group of 303 participants with disabilities. The latter group was further divided into three subgroups. Six categories were found in the qualitative analysis: the meaning of leisure activities for health and life, changes in the leisure time, barriers and support for the performance, and "flow" experiences. People without disabilities experience higher levels of life satisfaction compared to the participants with disabilities. There is, however, no statistically significant difference in leisure satisfaction between the two main groups. Occupational therapists provide support and adapt the activities to perform leisure time activities contributing to the leisure satisfaction and indirectly also to life satisfaction.

Key words: leisure time, life satisfaction, person with disabilities, occupational therapist

Primerjalno pravne ureditve presaditve delov človeškega telesa

Transplantacija ali presaditev delov človeškega telesa, velja za enega najradikalnejših načinov zdravljenja v sodobni medicini, je pa tudi uveljavljena in nadomestna metoda zdravljenja končne odpovedi organov. Organe pridobljene za namen transplantacije lahko pridobimo od mrtvih darovalcev, lahko pa so darovalci tudi živi ljudje. Proces transplantacije je izredno kompleksen in je sestavljen iz vrste zaporednih dogodkov. Pred transplantacijo morajo biti izpolnjeni vsi pravno veljavni pogoji. Pravno področje transplantacije pokriva tako ureditev in organizacijo transplantacijske dejavnosti v sklopu javnega zdravstva, kot tudi formalno izpolnjevanje vseh potrebnih pogojev, da se transplantacija lahko opravi. Pravna ureditev področja transplantacij, ki se v Sloveniji izvaja v domeni javnih zavodov, temelji na priporočilih in predpisih SZO in Evropske komisije. Javni zavodi urejajo in izvajajo sam postopek od darovanja do transplantacije, prav tako pa tudi urejajo kazenskopravne sankcije pri zlorabah, ki bi se lahko zgodile pri odvzemanju organov za presaditev. Zelo pomembna je tudi zakonska ureditev darovalcev organov, ki se lahko uredi v času življenja. Državljeni Slovenije se lahko za časa življenja opredelijo, ali želijo po smrti darovati organe, in sicer z zapisom te opredelitve na kartico zdravstvenega zavarovanja. To odločitev lahko posameznik izrazi pri pooblaščenih osebah na prijavnih mestih v nekaterih zdravstvenih domovih in lekarnah po Sloveniji. Za transplantacijsko dejavnost v Sloveniji skrbi Zavod za presaditve organov in tkiv Slovenija-transplant.

Ključne besede: transplantacija, organi, pravni predpisi, pravna ureditev

Comparative Legal Regulation of Human Body Parts Transplantation

Transplantation is considered one of the most radical methods of treatment in modern medicine, but also an established method of treatment for organ failure. Organs for the purpose of transplantation can be obtained from dead donors, as well as from living people. Before the transplantation legally applicable requirements have to be met. Legal aspect of transplantation is covered by regulation and organisation of transplantation activities in the context of public health as well as formal compliance with all the necessary conditions for the transplantation. In the process of treatment by the method of transplantation, we must comply with all the laws, regulations, directives and recommendations of the World Health Organization and the European Commission. Public institutions regulate and perform the procedure from beginning to the end, and regulate criminal penalties for abuses that might occur during the removal of organs for transplantation. Regulation of organ donors is very important, and it can be arranged during their lifetime. Slovenian citizens can state their will to donate organs after death, by recording the willingness on the health insurance card. This decision of an individual can be expressed to an authorised person in the application areas in some health centers and pharmacies across Slovenia. The transplantation activities in Slovenia are in the domain of the Institute of the Republic of Slovenia for the Transplantation of Organs and Tissues, Slovenija-Transplant.

Key words: transplantation, organs, legal provisions, legal regulation

Elektronsko načrtovanje zdravstvene nege v kliničnem informacijskem sistemu Think!Med Clinical

V kliničnem informacijskem sistemu Think!Med Clinical so negovalne diagnoze osnova za izbiro aktivnosti in za doseganje ciljev zdravstvene nege. Negovalna diagnoza je izjava o aktualnem ali potencialnem negovalnem problemu subjekta zdravstvene nege (ZN), ki ga je negovalni tim sposoben obravnavati v okviru samostojnih negovalnih intervencij. Od medicinske diagnoze se razlikuje predvsem po tem, da je namesto k bolezni usmerjena k subjektu obravnave zdravstvene nege (tj. bolniku) in je zanj specifična. Vsaka negovalna diagnoza ima več dejavnikov. To so: vrsta, prioriteta, simptomi in etiologija. V fazi vrednotenja bolnikovega stanja medicinska sestra za postavljene negovalne diagnoze določi še negovalne cilje in naloge oziroma intervencije/aktivnosti, ki jih mora izvesti zdravstvena nega v procesu zdravljenja. Za vsak postavljeni cilj ali intervencijo zdravstvene nege se določi tudi čas izvajanja. Vse načrtovane in opravljene aktivnosti zdravstvene nege se beležijo v elektronski zapis bolnika tako, da je ta vedno na razpolago zdravstvenemu osebju. Pri beleženju izvedbe se zabeleži tudi čas vnosa in čas izvedbe, izvajalce, ki so sodelovali (kdo je odgovoren za izvedbo), porabljen čas in material. Vse sprotne opombe, ki so pomembne za kontinuirano izvajanje zdravstvene nege, vnašajo izvajalci kot sprotne beleženje rezultatov. Pri tem gre za pisno komunikacijo znotraj negovalnega tima, zapisano v sestrskih poročilih, ki so del medicinske dokumentacije pacienta.

Ključne besede: zdravstvena nega, dokumentacija, medicinske sestre, načrtovanje, elektronska dokumentacija

Electronic Planning of the Nursing Process in Clinical Information System Think!Clinical

In the clinical information system Think!Clinical nursing diagnoses are the basis for the selection of nursing activities and goals. The nursing diagnosis is a statement about a current or potential nursing problem of a nursing care subject nursing team can address in the context of independent nursing interventions. Nursing diagnosis differs from medical diagnosis primarily in targeting treatment of the subject of nursing and not the medical problem. Each nursing diagnosis has several factors that define it: type, priority, symptoms and etiology. In the evaluation phase, the nurse determines the patient's condition in the nursing diagnosis by including nursing goals, tasks and interventions/activities to be undertaken in the process of medical treatment. Nursing interventions include the timing component. All planned and performed nursing activities are recorded in the electronic patient record, so they are always available to all medical personnel. When recording performance, there is a possibility to also record the entry time and period of performance, nurses who participated (responsible for the performance), time spent and materials. All notes, which are important for the continuous implementation of the nursing process, are recorded by nurses regularly. It is a form of written communication within the nursing team, which is recorded in the nursing reports, and is a part of the patient's medical record.

Key words: nursing, nursing documentation, nursing process planning, electronic nursing documentation

Zakaj dolgotrajna oskrba ni učinkovita, če ni celostna?

Danes je pri nas in v ostalem razvitem svetu 4 % prebivalstva odvisnih od pomoči pri eni ali več od sedmih osnovnih vsakodnevnih opravil: vstajanju, oblačenju, higieni, izločanju, gibanju, uživanju hrane in zdravljenju ter navezovanju dnevnega stika z drugim človekom. V prihodnje se bo ta delež več kot podvojil. V EU jih od 70 do 90 % oskrbujejo neformalni ali družinski oskrbovalci; pri nas 75 %, institucionalna oskrba pa 25 %. Države EU so po letu 1990 uvajale nacionalne sisteme za dolgotrajno oskrbo, da bi z zakonodajo, izobraževanjem kadrov, ozaveščanjem vsega prebivalstva in organiziranjem sodobnih novih programov zagotovili ohranitev humane, kakovostne in finančno vzdržne oskrbe starostno onemoglih, kronično bolnih in invalidnih ljudi. Slovenija tega sistema še ni pripravila in sprejela. Glavni vzrok za ta usodni zaostanek je nepovezanost zdravstva in sociale, politično-upravnih resorjev in tudi strokovnih vodstev. Pomembni vzroki so še: pomanjkljivo javno ozaveščanje prebivalstva o preživetveni vlogi komplementarne povezave med solidarno pomočjo močnih in sprejemanjem oskrbe šibkih ljudi, prevladujoča pozornost je posvečena institucionalni oskrbi in usmerjenosti strok na ozke storitve ob zaostajanju razvoja sodobnih programov za celostno oskrbo, ki upošteva stvarne potrebe in zmožnosti oskrbovancev in oskrbovalcev.

Ključne besede: celostna oskrba, zdravstvo

Why the Long-Term Care Is Inefficient When It is Not Holistic?

Today, in our country and the rest of the developed world, 4% of the population depends on help with one or more of the seven basic activities of daily living: getting up, dressing, hygiene, defecation, movement, eating, taking medication and having daily contact with someone. In the future, this share is expected to be more than double. In the EU, 70% to 90% of the help is given by informal or family carers; in Slovenia, the share is 75%, and 25% of help is provided by institutional care. After the year 1990, in order to ensure the preservation of humane, quality and financially sustainable care of the older people, chronically ill and people with disabilities, the EU countries started introducing national systems for long-term care through legislation, education of staff, raising awareness among the population and organising new programmes. Slovenia, however, has not yet developed and adopted this system. The main reason for such a tremendous delay is the incoherence between the health and social care – the incoherence between political-administrative portfolios as well as among professional management. Major causes also include: the lack of public awareness of the survival role of the complementary connection between the solidary help of the strong and acceptance of the care by the weak people, predominant attention to institutional care, and orientation of the expertise towards narrow services when being behind the development of the modern holistic care programmes, which consider the actual needs and capabilities of care receivers and caregivers.

Key words: holistic care, long-term care, European Union, Slovenia

Školovanje dece na bolničkom lečenju

Bolest i hospitalizacija dovode do gubitka školskih dana i uskraćenosti obrazovanja hospitalizovane dece. Pohađanjem škole u okviru bolnice predstavlja važan mehanizam za pomoć deci da se izbore sa hospitalizacijom i teškoćama njihove bolesti. Obaveza škole je da učenicima kroz nastavu omogući: da stiču znanja, veštine i navike u skladu sa propisanim nastavnim programom. Bolničko lečenje pomaže deci da ostanu povezani sa redovnim obrazovnim i društvenim delatnostima. Cilj ovog rada jeste da se sagledaju i uporede načini i program obrazovnog rada sa decom na bolničkom lečenju u Srbiji kao i u zemljama u okruženju. Rad u bolnicama sa bolesnom decom ima posebnu specifičnu težinu, zahteva veliku odgovornost, ljudskost, humanost te izvođenje nastave mora biti prilagođeno zdravstvenom stanju dece. Zadatak škola i u svetu i kod nas je da rad sa učenicima učine što sadržajnijim i kreativnijim. Hospitalizacija i kod odraslih i kod dece izaziva strah i neprijatnost. Cilj postojanja škole u bolnicama ima terapeutsku funkciju delovanja kod kratkog ili dugog boravka u bolničkim uslovima, ali i socijalizaciju učenika i njihovu integraciju po povratku sa bolničkog lečenja. U svakom momentu nastavnik mora imati odgovornost prema svom radu, zbog specifičnog uslova rada, trudeći se da im nastava znači radost, rasterećenje i malu zaborav na bolest. U tom procesu treba obratiti pažnju na škole sa tzv. posebnim kategorijama učenika, među koje spadaju i škole za rad sa decom na bolničkom i kućnom lečenju.

Ključne reči: nastava, djeca, hospitalizacija

Education of Hospitalised Children

Illness and hospitalisation lead to loss of school days and the deprivation of education of hospitalised children. Attending a hospital school is an important mechanism to help children to cope with hospitalisation and difficulties of their illness. The obligation of the school is that students gain knowledge, skills and habits in accordance with the prescribed curriculum while in hospital. Hospital treatment helps children to stay connected with regular education and social activities. The aim of this paper is to summarise and compare the methods and programme of educational work with children hospitalised in Serbia and in other regional countries. The work in the hospital with sick children is particular and severe, requires great responsibility, humanity, and teaching performance must be adapted to the health status of children. The task of schools in the world and in our country is that work with students is more meaningful and more creative. Hospitalisation causes fear and discomfort in adults and children. The goal of hospital schools has therapeutic function of operation for short or long hospital stay, the socialisation of students, and their integration after returning from the hospital. At any moment, the teacher must have a responsibility for their work due to the specific working conditions, trying to make the lessons joyful, relieving and to make students forget about their disease for a while. In this process, the attention should be paid to the school for special categories of students, among which are also hospital schools to work with children in hospital and home treatment.

Key words: teaching, children, hospitalisation

Vzroki za absentizem na področju zdravstvene nege

V organizacijah in delovnih procesih v njih se nenehno dogajajo spremembe, s katerimi želijo zmanjšati stroške in izboljšati rezultate dela, ki se bodo kazali v uspešnosti in učinkovitosti posamezne organizacije. Na le-to pa danes zelo vpliva tudi absentizem, ki lahko postane velik finančni in organizacijski problem. Tudi zaposleni na področju zdravstvene nege se s tem problemom srečujemo vsak dan in ugotavljamo, da je ta pojav v današnjih časih in družbi zelo kompleksen. Namen prispevka je preučiti in ugotoviti vzroke absentizma med zaposlenimi na področju zdravstvene nege in predlagati ukrepe za njegovo zmanjšanje na podlagi rezultatov ankete med zaposlenimi na področju zdravstvene nege v treh domovih starejših občanov.

Ključne besede: absentizem, zdravstvena nega, učinkovitost organizacije

The Causes of Absenteeism in Nursing Care

Every day we witness great changes that affect organisations and work processes in them, in order to reduce costs and improve the results of the work, reflected in the performance and effectiveness of each organisation. Effectiveness and efficiency of the organisation today is also affected by absenteeism, which is reflected in the organisation as a major financial and organisational problem. It is a problem that employees in the nursing care deal with every day and find that in the nowadays society this phenomenon is very complex. The purpose of this paper is to examine and identify the causes of absenteeism among employees in nursing care. The aim of the paper is, besides identifying the causes of absenteeism, to propose measures for its reduction, according to the results of a survey among nursing care employees in three residential care homes for older people.

Key words: absenteeism, nursing care, organisation

Obravnavanje akutne bolečine pri starostniku

V zadnjih letih se struktura prebivalstva v Sloveniji in svetu hitro spreminja. Življenjska doba se podaljšuje in z njo se povečuje tudi potreba po kakovostni zdravstveni oskrbi posameznika, v kar je vpeta tudi zdravstvena nega. Naloge vseh zaposlenih na področju zdravstvene nege so, da svoje delo opravljajo strokovno, vestno, odgovorno, varno in kakovostno. V njihove naloge spada tudi obravnavanje akutne bolečine pri starostniku. Bolečina nas spremlja od rojstva do smrti in je dober pokazatelj, da je z nami nekaj narobe. Naloga medicinske sestre je, da akutno bolečino pri starostniku prepozna in uspešno ukrepa v skladu s svojim znanjem in pristojnostmi. V prispevku predstavljamo vlogo medicinske sestre pri obravnavi akutne bolečine pri starostniku in potek te obravnave s strani medicinskih sester glede na izvedeno anketo med pacienti na travmatološkem – ortopedskem odseku kirurškega oddelka Splošne bolnišnice Novo mesto ter predlagane spremembe za izboljšavo procesa.

Ključne besede: starostniki, bolečina, zdravstvena nega

Treatment of Acute Pain in Older People

In recent years, the structure of the population in Slovenia and the world is rapidly changing. Life expectancy is rising and accordingly, there is an increased need for quality health care of an individual, including nursing care. The tasks of all employees in nursing care is to conduct their work professionally, conscientiously, responsibly, safely and with quality. The strategy also includes the treatment of acute pain in older people. Pain accompanies us from birth to death and is a good indicator that something is wrong with us. The task of nurses is to identify the acute pain and successfully act in accordance with their knowledge and competences. The purpose of this paper is to present the role of nurses in the treatment of acute pain in older people. The aim is to determine the course of treatment of acute pain in older patients by nurses according to a survey carried out among patients in the trauma - orthopedic section of the surgical department in Novo mesto General Hospital and make proposals to improve the process.

Key words: older person, pain, nursing care

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Vpliv raziskovanja v zdravstveni negi na dvig kakovosti le-te

Današnje zahtevno klinično okolje predstavlja medicinskim sestram izziv za raziskovanje v zdravstveni negi, z rezultati katerega lahko predstavijo dokaze, z njimi informirajo vodstvo ter širšo zainteresirano javnost, in s tem vplivajo na izboljšanje zdravja prebivalstva. Kakovostno znanje in izkušnje, ki vključujejo uporabo raziskovalnih rezultatov pri kliničnem odločanju, so potrebni za izboljšanje zdravstvene nege in spodbujanje pozitivnih zdravstvenih rezultatov. Namen prispevka je raziskati vidik prednostnih nalog pri raziskovanju zdravstvene nege, možnosti za izboljšanje raziskovanja in spodbujanje ustreznih študij, ki bi omogočale napredek pri doseganju lokalnih in globalnih zdravstvenih ciljev. Predstavljamo tudi nekatere ugotovitve raziskovalcev iz kliničnega okolja, njihove znanstvene dokaze in dobre izkušnje, ki temeljijo na uporabi kvalitativnih in kvantitativnih raziskovalnih metod. Na osnovi rezultatov raziskave med medicinskimi sestrami ugotovimo, da bi morale raziskave in klinične revizije na vseh ravneh zdravstvenega varstva predstavljati del njihove vsakodnevne klinične prakse.

Ključne besede: medicinske sestre, zdravstvena nega, raziskovanje
Impact Research of Nurses to Raise the Quality of Nursing Care

Impact of the Nurses' Research Work on Increasing the Quality of Nursing Care

In today's demanding clinical environments, it is challenging for nurses to undertake research. Nursing research can provide evidence to inform management, wider interested public and, ultimately, improve the population's health. Quality knowledge and expertise that includes the use of research evidence in clinical decision-making is needed to optimise nursing practice and promote positive health outcomes within these settings. The purpose of the article is to explore and identify nursing research priorities, empower researches, and encourage relevant studies, which can advance the achievement of local and global healthcare goals. In the article we present some of the findings of the researchers from the clinical environment, their scientific evidence and good practices, which are based on both qualitative and quantitative research methods. On the basis of the results among the nurses, we found out that research and clinical audits at all levels of health care should be a part of their daily clinical practice.

Key words: nurses, research, quantitative and qualitative research

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Uporaba mobilne tehnologije v zdravstvu

Vedno večja odvisnost poslovnih procesov od informacijske tehnologije povečuje pomen zagotavljanja ustreznega nivoja informacijske varnosti vsake organizacije. V zadnjem času se zelo povečuje uporaba mobilnih naprav, ki omogočajo dostopnost podatkov kjer koli in kadar koli in s tem večjo učinkovitost zdravstvenih delavcev, povečujejo pa tudi informacijsko varnostno tveganje. Na področju informacijske varnosti je treba zato posebno pozornost posvetiti ozaveščanju uporabnikov o nevarnostih in zaščitnih mehanizmih pri rabi mobilnih naprav. Ker bodo navade in izkušnje pri uporabi mobilnih naprav v zasebnem življenju študenti zdravstvene nege prenesli tudi na svoja delovna mesta, z raziskavo ugotavljamo, kakšne so le-te in koliko so sploh osveščeni o informacijski varnosti pri rabi mobilnih naprav. To je še posebej pomembno, saj si bodo na delovnih mestih o svojih pacientih izmenjevali najrazličnejše podatke, ki pa morajo ostati zaupni, saj bo v nasprotnem primeru porušeno medsebojno zaupanje med pacienti in zdravstvenimi delavci.

Ključne besede: informacijska varnost, ranljivosti mobilnih naprav, zaščita mobilnih naprav, študenti zdravstvene nege

Secure Use of Mobile Technology in Health Care

The growing dependence of business processes on information technology increases the importance of ensuring an adequate level of information security of each organisation. Recently, a growing use of mobile devices, enabling data availability anytime and anywhere, thereby increases the effectiveness of healthcare workers, as well as information security risks. Within the field of information security, therefore, special attention should be paid to raising users' awareness about threats, vulnerabilities and safeguards of mobile devices. Since the habits, experiences and knowledge of using private mobile devices will be transferred in the profession, the study observed healthcare students' habits and information security knowledge when using mobile devices. This is especially important, because in the workplace they will access and share a wide variety of data about their patients, which should be kept confidential, otherwise the trust between patients and healthcare professionals will be broken.

Key words: information security, vulnerabilities of mobile devices, mobile device protection, nursing care students

Vloga medicinske sestre pri rehabilitaciji pacientov po zlomu kolka

Rehabilitacija je celovit proces obnavljanja telesa po poškodbah. Zdravstvena nega predstavlja prvi korak medicinske rehabilitacije, posebno pri težko pokretnih pacientih. Podporna zdravstvena nega, nadzor in samooskrba so trije vidiki, ki so upoštevani pri zdravstveni negi pacientov po zlomu kolka. Medicinska sestra je član multidisciplinarnega tima, ki si prizadeva pri pacientu doseči stopnjo zdravja, kakršna je bila pred poškodbo, oziroma se vsaj približati taki stopnji, oviranost in prizadetost pa zmanjšati na najmanjšo možno mero. Rehabilitacijski cilji morajo biti realni, natančno in sproti določeni v vsaki fazi rehabilitacije. Postavljeni morajo biti individualno oziroma prilagojeni vsakemu pacientu posebej. Uresničitev vseh nalog je možna le, če v obravnavo vključimo svojce, ki bodo pacienta po odpustu spodbujali k nadaljevanju rehabilitacije in ohranjanju ali izboljševanju že doseženega funkcijskega stanja. Raziskava je temeljila na kvantitativni in kvalitativni metodi. Instrument je bila analiza dokumentacije od 1. 9. 2015 do 15. 8. 2016. Vzorec obsega 166 pacientov po zlomu kolka v sklopu nadaljevanja bolnišničnega zdravljenja kot ga iz Pravil obveznega zdravstvenega zavarovanja definira drugi odstavek 43. člena. Z analizo obstoječe dokumentacije je bila ugotovljena odvisnost pacientov od pomoči medicinske sestre pri osnovnih življenjskih aktivnostih ob sprejemu in odpustu ter obseg potrebne zdravstvene nege.

Ključne besede: rehabilitacija, pacienti, medicinske sestre, življenjske aktivnosti

The Role of the Nurse in Rehabilitation of Patients after Hip Fracture

Rehabilitation is a comprehensive process of body healing after an injury. Nursing care represents the first step in the patients rehabilitation, especially in patients with reduced mobility. Supportive medical care, supervision and self-care are three aspects that are taken into consideration in nursing care of the patients after hip fracture. The nurse is a part of the multidisciplinary team of experts trying to fully or at least partially recover the previous level of the patient's health, and to reduce disability and morbidity. Rehabilitation goals must be realistic, well-defined and continuously updated for every phase of rehabilitation. They must be set individually for every patient. Achieving these goals will be successful only with actively included relatives, which are willing to facilitate rehabilitation process after discharge, and maintain or improve the functional state that has already been achieved. The research was based on the quantitative and qualitative method. We retrospectively analysed documentation from 1 September 2015 to 15 August 2016. We included 166 patients after a hip fracture, as a part of a continuance of hospital treatment, which is defined in the 2nd paragraph, Article 43 of the Slovenian Rules on compulsory health insurance. With the analysis of the existing documentation, we found out that patients are dependent on the help of a nurse regarding basic life activities at the admission and discharge and the extent of medical care needed was determined.

Key words: rehabilitation, admission, discharge, life activities

Stavovi studenata sestrinstva prema osobama sa demencijom

Demencija je oblik kroničnoga moždanog sindroma s višestrukim kognitivnim poremećajima, od kojih je najvažniji oštećenje pamćenja. Najčešći oblik bolesti uključuje sporo, ireverzibilno propadanje intelektualnih funkcija, koje je praćeno i drugim psihičkim te tjelesnim smetnjama. Prema podacima Svjetske zdravstvene organizacije, u svijetu danas od demencije boluje čak 47,5 milijuna ljudi. Uzroka demencije ima mnogo, no osnovni uzrok je odumiranje stanica mozga, odnosno neurona. Najčešći je Alzheimerov tip demencije, a nastaje kao posljedica Alzheimerove bolesti. Ne postoji mogućnost izlječenja ove bolesti. Terapija se u najboljem slučaju odnosi na usporavanje razvoja simptoma, a oboljele osobe često su žrtve stigme. Cilj je ovog istraživanja bio ispitati znanja i stavove studenata sestrinstva o demenciji. Istraživanje je provedeno među studentima sestrinstva Sveučilišta Sjever. Kao temelj ovog istraživanja, načinjena je anonimna online anketa, postavljena kao Google docs dokument koju su ispitanici rješavali putem društvenih mreža. Ispitivanjem su obuhvaćena 93 studenta, a rezultati su prikazani brojčano i u postocima. Prema dobivenim rezultatima je vidljivo da su studenti sestrinstva o demenciji educirani u vrlo visokom postotku, a većina ih smatra da se u društvu malo zna o demenciji.

Ključne riječi: demencija, edukacija, studenti, stigma

Nursing Students' Attitudes Towards People with Dementia

Dementia is a form of a chronic brain syndrome with multiple cognitive disorders from which the most important one is the damage of memory. The most common form of the disease includes slow, irreversible degradation of intellectual functions also followed by other psychological and physical disorders. According to the data of the World Health Organisation, there are about 47.5 million people with dementia in the world today. There are a lot of causes of dementia, but the main cause is dying of the brain cells, the neurons. The most common is the Alzheimer's form of dementia, and it is a result of the Alzheimer's disease. There is no way to cure this disease. In the best cases, the therapy includes the retardation of the development of symptoms, however, these patients are often the victims of stigma. The goal of this research was to test the knowledge and attitudes of nursing students about dementia. The research was conducted among nursing students of the University North. An online survey was performed as a basis for this research, as a Google docs document. 93 students completed the survey and the results are displayed in numbers and percentiles. According to the results, it can be seen that nursing students are educated about dementia in a very high percentile, and most of them think that the society knows little about dementia.

Key words: dementia, education, students, stigma

Zavest zaposlenih o podhranjenosti pacientov v Splošni bolnišnici Novo mesto

Podhranjenost bolnikov v bolnišnicah je pogosto spregledan problem. Prevalenca podhranjenosti se giblje okoli 31 %. Znano je, da se prehranski status bolnikov v času hospitalizacije še poslabša. Leta 2013 smo si v Splošni bolnišnici Novo mesto zastavili prednostne naloge za izboljšanje prehranske podpore in ozaveščenosti zaposlenih o podhranjenosti. Ukrepi so zajemali vse nivoje organizacije prehranske obravnave; oskrbo s hrano, dietetsko obravnavo in timsko zdravstveno obravnavo. V 2016 smo opravili evalvacijo merljivih ukrepov. Za ovrednotenje preteklega dela smo pregledali delež bolnikov s tveganjem za podhranjenost, delež bolnikov z dietno prehrano, delež bolnikov s popolno enteralno prehrano, čas od sprejema do prve dietetske obravnave, število vseh prehranskih obravnav in število zabeleženih diagnoz »podhranjenost« v odpustna pisma. Ocenjujemo, da smo naredili korak v pozitivno smer. Merjeni kazalniki večinoma vsa tri leta ostajajo na isti ravni. Izvedli smo manjše ukrepe, ki so nam jih dane okoliščine omogočale. Za povečanje ozaveščenosti zaposlenih o podhranjenosti in posledično ukrepanje za zmanjšanje njenih negativnih učinkov bi bila potrebna aktivnejša vključitev klinične prehrane v klinično delo. Za to pa so potrebne tudi sistemske rešitve.

Ključne besede: bolniki, prehrana, podhranjenost, bolnišnice

Malnutrition Awareness among Employees in Novo mesto General Hospital

Malnutrition is often an overlooked problem in hospital patients. Studies show that approximately 31% of all hospital patients are malnourished. Nutritional status is known to worsen during hospital stay. In 2013, General hospital Novo mesto set priority tasks to improve the nutrition support and rise malnutrition awareness of its employees. Process included all levels of nutrition management; foodservice, dietary consultations and tem healthcare treatment. Evaluation of measurable actions was done in 2016. To estimate the previous work, we reviewed the proportion of patients at nutritional risk, proportion of patients with prescribed diet, proportion of patients with total enteral nutrition, time from the hospitalisation to the first dietetic consultation, the total number of nutritional management records, and the number of recorded malnutrition diagnoses in discharge letters. We estimate our progress as positive. Results of evaluation show that we have stayed on the same level of awareness for the last three years. In the given circumstances we were able to implement smaller changes. To increase the awareness of malnutrition among healthcare professionals, and consequently reduce negative clinical implications, a clinical nutrition should be more involved in the clinical setting. Therefore, system solutions are needed.

Key words: malnutrition, awareness, actions, hospital

Merjenje kulturnih kompetenc v zdravstvu - uporabnost in zanesljivost

V prispevku smo raziskali posamezne načine, kako se s kulturnimi kompetencami v zdravstvu spopadajo v tujini in kako vpliva izobraževanje na stopnjo kulturne kompetentnosti zdravstvenih delavcev. Opravili smo sistematični pregled literature, ki se navezuje na iskanje strategije, namenjene izboljšanju kakovosti in učinkovitosti v zdravstvu pri obravnavi drugih ras ali etničnih manjšin. Zanimali so nas načini merjenja nivoja kulturnih kompetenc v zdravstvu in ključne ugotovitve nekaterih raziskav. V pregled so bili vključeni številni znanstveni članki, nekaj smo jih vključili v poglobljeno analizo. Številne študije, opisane v člankih, so pokazale, da je izobraževanje zdravstvenih delavcev izjemno pomembno za njihovo pridobivanje in razumevanje kulturnih kompetenc. Ravno tako je bilo ugotovljeno, da je zdravstvena obravnava s strani kulturno kompetentnega osebja kakovostnejša in prijaznejša do uporabnikov. Pacient je vedno v središču, ne glede na njegovo kulturno, etnično ali religiozno ozadje. Kljub analizi številnih tujih študij ni bilo možno ugotoviti, kateri način izobraževanja zdravstvenih delavcev bi bil najprimernejši kot model za pridobivanje kulturnih kompetenc, zato predlagamo izvedbo poglobljene študije v slovenskem prostoru.

Ključne besede: kulturne kompetence, zdravstvo, kakovost, pacienti

Measuring Cultural Competencies in Health Care - Usability and Reliability

This paper investigates ways of how cultural competences in health care are faced abroad and how education influences the level of cultural competence of healthcare professionals. A systematic review of the literature, linked to the quest for the strategies to improve the quality and efficiency of health care when caring for other races or ethnic minorities, was conducted. We were interested in ways of measuring the level of cultural competencies in health care and the key findings of the selected studies. The review included a number of scientific papers, some were included in an in-depth analysis. Numerous studies showed the importance of the education of health professionals for acquisition and understanding of cultural competencies. It was also found that the care received by the culturally competent staff is of better quality and is more user-friendly. The patient is always at the centre of the care, regardless of its cultural, ethnic or religious background. Despite the numerous foreign studies obtained and analysed, it was not possible to identify which type of training for healthcare workers would be most appropriate as a model for the acquisition of cultural competencies, therefore authors propose an in-depth study in the Slovenian area.

Key words: cultural competencies, health care, quality, patients

Remodelovanje profesionalnog identiteta medicinskih sestara

Križa temeljnih društvenih vrednosti (morala, humanosti, poštovanja ljudskog dostojanstva i integriteta) i potiskivanje poimanja i razumevanja diverziteta individue naučno-tehnološkom unifikacijom, oblikuje lični i profesionalni identitet medicinskih sestara na način koji nepobitno dovodi u pitanje dosadašnje postulate profesije - altruizam, empatiju i stručne kompetencije. Metoda rada je deskriptivno–analitička. Baveći se problemom konstituisanja profesionalnog identiteta kao aktivnog razvojnog procesa koji obuhvata prihvatanje i inkorporiranje profesionalnih vrednosti, principa i standarda; rad predstavlja kritički osvrt na potencijalne faktore koji ugrožavaju njegov razvoj rezultirajući krizom identiteta, uz istovremeno predstavljanje mogućeg rešenja za prevazilaženje ovog problema u formi refleksivne prakse i transformativnog učenja kao metoda remodelovanja negativno struktuiranog ličnog i profesionalnog identiteta medicinskih sestara. Proces kontinuiranog profesionalnog obrazovanja u društvenom kontekstu jedan je od suštinskih elemenata izgradnje profesionalnog identiteta medicinskih sestara. Nastavni kurikulumi koncipirani na osnovama refleksivne prakse i transformativnog učenja omogućavaju pozitivno modelovanje profesionalnog identiteta i razvijanje profesionalnih kompetencija.

Ključne reči: medicinske sestre, profesionalni identitet, refleksivna praksa, transformativno učenje

Remodelling the Professional Identity of Nurses

The crisis of the fundamental social values (morality, humanity, respect for the human dignity and integrity) and the suppression of comprehending and understanding the individual diversity by the scientific and technological unification, forms the personal and professional identity of nurses in a way which undeniably questions modern postulates of their profession, i.e. altruism, empathy and occupational competencies. Method of the research was descriptive - analytic. Addressing the formation of the professional identity as an active and developing process, which includes acceptance and incorporation of professional values, principles and standards, the paper presents the critical review of potential factors which threaten the development of this formation resulting in the identity crisis. Also, the paper offers a potential solution for overcoming this problem in the form of reflexive practice and transformative learning as a method of remodelling the negatively constructed personal and professional identity of nurses. The process of perpetual professional education within social context represents one of the essential elements for the development of the nurses' professional identity. The curricula based on the reflexive practice and transformative learning enable the positive modelling of the professional identity and the development of professional competencies.

Key words: nurses, professional identity, reflexive practice, transformative learning

Mnenje medicinskih sester o upravljanju z raznolikostjo pacientov

V prvem delu prispevka opisujemo lastnosti učinkovite medicinske sestre pri upravljanju z raznolikostjo pacientov. Ključno za raznolikost v zdravstveni negi je, da je medicinska sestra sposobna v okviru svojih pristojnosti nuditi pacientom kompetentno zdravstveno nego in oskrbo ne glede na njihovo osebnost, primarne (spol, starost, narodnost, psihične sposobnosti) in sekundarne dejavnike (izobrazba, verska usmeritev, geografsko okolje, jezik, videz). Znanje medicinske sestre za upravljanje z raznolikostjo pacientov se odraža v njenem védenju, da je bistvo sodobne zdravstvene nege usmerjenost k pacientu kot celoviti osebnosti, v kateri je le-ta v središču dogajanja, da ga podpira pri njegovi odgovornosti do samega sebe, s čimer mu omogoča varno klinično okolje, v katerem je spoštovan, ima pravico do izbire, odločanja, dostojanstva, zasebnosti in intimnosti. V drugem delu prispevka predstavljamo rezultate empirične raziskave, ki podrobno osvetlijo mnenje medicinskih sester o upravljanju z raznolikostjo pacientov.

Ključne besede: upravljanje, raznolikost, pacienti, medicinske sestre, zdravstvena nega

Opinion of Nurses on Patient Diversity Management

In the first part of the paper, we point out the diversity management concept and describe the characteristics of an effective nurse in managing the diversity of patients. Crucial for diversity in health care is that nurses, within their competences, are able to provide a competent nursing care and treatment for patients, regardless of patients' personality, primary (gender, age, nationality, physical abilities) and secondary factors (education, religious orientation, geographical environment, language, appearance). Knowledge of nurses for managing patients' diversity is reflected in their awareness that the essence of modern nursing care is the orientation towards the patient as the comprehensive personality, where the patient is in the centre of the action; that the patient is supported in their self-responsibility, which is provided by a safe clinical environment where the patient is respected, has the right to choose, to decision-making, to dignity, privacy and intimacy. In the second part of the paper, we present the results of the empirical research, which thoroughly illuminate nurses' opinion on managing the patients' diversity.

Key words: patient diversity management, nurse, nursing care

Sodobni koncepti obravnave starejših oseb s posebnimi potrebami

V prispevku prepoznavamo sodobne koncepte in predloge sprememb obravnave oseb z motnjo v duševnem razvoju, starih nad 50 let, ki so vključeni v organizacijsko različne varstveno-delovne centre v slovenskem prostoru, in sicer s strani vodij omenjenih ustanov. Odgovorimo na vprašanje, kakšno znanje bi potrebovale vodje varstveno-delovnih centrov pri delu z obravnavano populacijo. Predstavimo modele skrbi organiziranosti življenja za starejše uporabnike storitev varstveno-delovnih centrov z vidika družbenosistemskih rešitev, organizacijskih in metodičnih sprememb. Rezultati kvalitativne raziskave predstavijo sodobne metode in oblike dela za starejše osebe z motnjo v duševnem razvoju, kjer se kot ključni dejavnik prepozna individualizirana obravnava, usmerjena na posameznikove zmožnosti in potrebe. Vse bolj pomembno in potrebno postaja znanje s področja socialne gerontologije in posebnosti staranja odraslih oseb z motnjo v duševnem razvoju.

Ključne besede: varstveno-delovni centri, starejše osebe, motnje v duševnem razvoju, spremembe, učenje, motivacija

Modern Concepts of Treating Older People with Special Needs

In the article we recognize modern concepts and suggestions for changes in the treatment of people with disorders in mental development, aged over 50, who participate in organisationally different occupational activity centres in Slovenia, provided by heads of the mentioned institutions. We give the answer to what knowledge the heads of occupational activity centres would need in working with the mentioned population. We present Models of care for the organisation of life for older users in the occupational activity centres from the perspective of sociosystemic solutions, organisational and methodical changes. The results of the quantitative research present modern methods and types of work for older people with disorders in mental development, where the key factor is individualised treatment, directed towards the individual's capabilities and needs. Knowledge from the field of social gerontology and particularities of aging of adults with disorders in mental development is becoming increasingly important and necessary.

Key words: occupational activity centre, older people with disorders in mental development, changes, learning, motivation

Mednarodni projekti – dodana vrednost pri izobraževanju v zdravstveni negi

V prispevku predstavljamo vrednost sodelovanja v različnih mednarodnih projektih ter izzive, s katerimi se pri sodelovanju soočamo. V našem okolju ni šole, ki si ne bi želela sodelovanja in povezovanja s partnerji iz drugih držav. Prav tako so prisotne visoke težnje po integraciji našega znanja, bogatih izkušenj in novih dognanj v mozaik, ki nastaja v skupnem mednarodnem prostoru. Zato je za doseganje ciljev zelo pomemben prispevek posameznih partnerjev – institucije, delovne skupine in posameznika. Za kakovostno sodelovanje, ustvarjanje in dober končni rezultat sta poleg prostorskih in materialnih pogojev zelo pomembna komunikacija ter razumevanje in poznavanje posebnosti drug drugega. Učitelji in dijaki Srednje zdravstvene šole Celje sodelujemo pri številnih tovrstnih projektih, zato smo se v prispevku osredotočili na sodelovanje naše šole v mednarodnem projektu E-medica. Z dijaki in njihovimi mentorji smo skupaj ovrednotili pomembnost ustreznih delovnih pogojev, izkušenj in znanja, čuječe komunikacije ter ujemanja karakternih lastnosti. Ugotovili smo, da so vsi naštetih dejavniki ključni za uspešno delovanje projektne skupine.

Ključne besede: mednarodni projekti, zdravstvena nega, izobraževanje

International Projects – Added Value to Education in Health Care

The article presents the value of participation in various international projects and challenges that occur during such projects. Nowadays, no school exists without cooperation and bond with collaborating schools from other countries. In addition, there are also tendencies of the integration of our knowledge, experience and new findings into the greater international society. Thus, the contribution of each partner, institution and work group is very important to achieve certain goals. Besides spatial and material conditions, communication and understanding between partners is very important to achieve quality cooperation and a successful result. The professors and students from the Secondary School of Nursing Celje have taken part in various international projects, therefore we decided to concentrate the article solely on the cooperation of our school in the international project E-medica. Students and mentors together evaluated the importance of work conditions, experience and knowledge, mindful communication and the agreement of characteristic qualities. We found out that all of the factors are of key importance for a successful operation of the project group.

Key words: international projects, nursing care, education

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Komunikacija s svojci bolnika v terminalni fazi

Komunikacija v zdravstveni negi zajema celostno obravnavo bolnikov in njihovih svojcev. S holističnim pristopom in uporabo konstruktivnih komunikacijskih tehnik lahko prepoznamo potrebe svojcev, pri čemer zdravstveni tim, upoštevajoč želje bolnika, usmerja svojce in preprečuje psihosocialno trpljenje. Celoten zdravstveni tim mora zato dobro poznati tehniko terapevtske komunikacije z rabo čustvene inteligence. V prispevku želimo prikazati elemente celovitega in kakovostnega komuniciranja s svojci bolnikov. Opravili smo deskriptivno neeksperimentalno vzorčno raziskavo. Instrument raziskave je bil strukturiran vprašalnik v elektronski obliki. Vprašanja smo oblikovali na podlagi analize strokovne literature na temo komunikacije v zdravstveni negi. Podatki so bili obdelani kvantitativno, z opisno statistiko in s pomočjo programske opreme SPSS 21.0. Raziskava kaže, da anketiranci pogosto iščejo informacije pri medicinskih sestrah, navadno kar v bolniški sobi, komunikacijo z njimi ocenjujejo kot dobro. Večina jih je zadovoljna z zdravstveno nego svojca in ocenjuje, da so medicinske sestre dobro izobražene. Menijo, da je terapevtska komunikacija v zdravstveni negi pomembna. Rezultati so izhodišče za izboljšavo komunikacijskih spretnosti medicinskih sester.

Ključne besede: komunikacija, svojci, medicinske sestre, umiranje, čustvena inteligenca

Communication with the Relatives of Terminally Ill Patients

Communication in nursing care involves a comprehensive treatment of patients and their relatives. With a holistic approach and the use of constructive communication techniques, it is possible to identify and consequently define the needs of the relatives. Taking into account the patient's wishes, the medical team guides the relatives and prevents psychosocial suffering. Patients and relatives trust the medical team and nurses. It is therefore essential that they have knowledge in therapeutic communication techniques with the use of emotional intelligence. The research tool was a structured electronic questionnaire. On the basis of the literature review regarding communication in health care, appropriate questions were formed. 448 respondents participated in the survey, from which 171 questionnaires were valid. Qualitative data analysis was carried out using descriptive statistics and SPSS 21.0. The respondents often ask nurses for information, and as a result positively evaluate the communication with them. The majority of the respondents were also satisfied with the nursing care of their relatives. They estimated that the nurses were well-educated and that therapeutic communication in the healthcare system is very important. The results serve as a starting point for further studies, aiming to find solutions and improve the communication skills of nurses.

Key words: communication, relatives, nurse, dying, emotional intelligence

Motivacija učenika iz učeničkog doma za nastavu zdravstvene nege

Motivacija je složen psihološki proces, koji podstiče, usmerava i odražava ljudsko ponašanje usmereno ka nekom cilju. Zdravstvena nega kao profesionalno područje rada medicinskih sestara-tehničara od ključnog je značaja za bavljenje profesijom. Kako bi se formirao pozitivan stav prema profesiji dominantno mesto u motivaciji zauzima nastavnik Zdravstvene nege i proces učenja po modelu. Nastavnik Zdravstvene nege višestruko je odgovoran i prema sebi i prema profesiji u procesu prenošenja znanja učenicima. Đački dom je vaspitno-obrazovna ustanova namenjena učenicima koji pohađaju školu van svog mesta boravka. Empirijski smo zaključili da učenici iz đakog doma postižu zavidne rezultate iz predmeta Zdravstvene nege. Inicijalnim istraživanjem obuhvatili smo 85 učenika Srednje medicinske škole na Zvezdari u Beogradu, Srbija. Ono je pokazalo visok stepen motivacije i zanimljive motivacione faktore, koji su osnovni podsticaj u postignuću iz predmeta Zdravstvena nega. Rezultati su pokazali da socio-ekonomski faktori ne zauzimaju važno mesto u motivaciji učenika u učeničkom domu tokom nastave Zdravstvene nege. Takođe smo utvrdili da udaljenost od porodice ne utiče na motivaciju učenika, što nije bio očekivani nalaz i izostanak uticaja ovih faktora na motivaciju svedoči o samom odrastanju i sazrevanju učenika pošto se sa godinom školovanja sve više smanjuje njihov uticaj.

Ključne reči: motivacija, zdravstvena nega, profesija

Motivation of Students in Student Homes for Attending Nursing Care Lessons

Motivation is a complex psychological process, which encourages, directs and reflects human behaviour towards a goal. Nursing, as a specialist field of work for nurses-technicians, is crucial for practising this career. In order to form a positive attitude towards the profession, the nursing teacher and model-based learning have an essential role in motivation. The nursing teacher has multiple responsibility, being responsible to both themselves and the profession, in the process of transferring knowledge to students. The student home is an educational institution aimed at students attending school outside their place of residence. Based on our experience we concluded that students in the student home achieve enviable results at the Nursing course. The initial survey included 85 students from the Secondary Medical School in Zvezdara, Belgrade, Serbia. The survey found a great degree of motivation and intriguing motivational factors, which constitute the basic incentive for achieving good results in the Nursing course. The findings show that social and economic factors do not play an important part in motivating the students in student homes for the study of Nursing. We have also established that being remote from the family does not affect students' motivation, which was not a finding we had expected to obtain. The failure of these factors to affect motivation testifies to the growing up and maturing of students, as these effects decrease with the year of schooling.

Key words: motivation, nursing care, profession

Mišljenje studenata o osobama s invaliditetom

Socijalni model skrbi za osobe s invaliditetom podrazumijeva izjednačavanje mogućnosti i osiguravanje prava u svim segmentima života. Zabrinjavajuća je spoznaja da su stavovi prema osobama s invaliditetom još uvijek nepovoljni i oni se očituju u odnosu i načinu pružanja profesionalnih usluga. U cilju podizanja kvalitete skrbi za osobe s invaliditetom, u formalne oblike obrazovanja uvedeni su sadržaji koji unapređuju profesionalne kompetencije zdravstvenih djelatnika u odnosu na oblike i stupnjeve invaliditeta. Za potrebe ovog rada provedeno je istraživanje na prigodnom uzorku studenata (N = 269) on-line upitnikom, a dobiveni podaci obrađeni su SPSS statističkim programom. Faktorska analiza provedena je oblimin rotacijom. Cilj istraživanja bio je ispitati mišljenja studenata o osobama s invaliditetom i utvrditi postoje li razlike među studentima u odnosu na smjer studija i srednjoškolsko obrazovanje. Dobiveni su podaci koji ukazuju na pozitivnije usmjerena mišljenja o osobama s invaliditetom i mogućnosti koje im se pružaju.

Ključne riječi: zdravstveni djelatnici, mišljenje studenata, osobe s invaliditetom

Students' Opinion about People with Disabilities

The social model of care for people with disabilities implies the equalisation of opportunities and the provision of rights in all aspects of life. It is concerning that the professional attitudes towards persons with disabilities are still unfavourable and they are often manifested in relation of providing professional services. In order to improve the quality of professional care for people with disabilities, formal education contains features that enhance the competencies of health professionals in relation to the forms and degrees of disability. For the purposes of this study, research was performed on a sample of students (N = 269) using an online questionnaire. The SPSS statistical program was used for data and results analysis. The aim of this study was to examine the students' knowledge and opinions about people with disabilities and to determine whether there were differences among the students in relation to the study field and previous education. The obtained results indicate positive opinions about people with disabilities and the possibilities in everyday living.

Key words: healthcare professionals, student opinions, persons with disabilities

Zadovoljstvo z motiviranjem in nagrajevanjem na delovnem mestu

Danes je zaradi številnih vplivov težko definirati motiviranost posameznika. Nekdo je lahko na delovnem mestu zelo motiviran brez nagrad, saj se želi dokazovati in mu največ pomeni ugled. Nekomu več pomenijo nagrade, tj. materialne dobrine. Motivacija in nagrajevanje sta tesno povezana in soodvisna. Poznamo več vrst motivacijskih teorij. Najpogosteje omenjene so Maslowova, Leavittova, Herzbergova, Vroomova in McGregorjeva. Med najučinkovitejše načine motiviranja prištevamo nedenarne in denarne nagrade, motiviranje s hvaljenjem in spodbujanjem ter programe in priznanja za uspešno delo. Večina ustanov delavce nagrajuje z nedenarnimi nagradami, kot so prosti dnevi, pohvale, službeni mobilni telefon, prenosni računalnik in izobraževanje v službenem času, čeprav si zaposleni bolj želijo denarnih nagrad. V prispevku predstavljamo zadovoljstvo z motiviranjem in nagrajevanjem med zdravstvenimi delavci v ljubljanski porodnišnici. Ugotovili smo, da je predvsem mlajša populacija zelo zadovoljna z delom, ki ga opravlja, manj zadovoljna pa je s sistemom nagrajevanja. Meni, da bi bili zaposleni bolj motivirani z denarnim nagrajevanjem. Sistem nagrajevanja v ljubljanski porodnišnici se razvija v skladu s spremembami in poslovnim okoljem v ustanovi.

Ključne besede: motivacija, nagrajevanje, zdravstveni delavci

The Employees' Satisfaction with Motivation and Rewards in the Workplace

Nowadays, due to numerous influences, it is difficult to define motivation. Some people can be very motivated for work without being properly rewarded, for they only want to prove themselves and earn some reputation. On the other hand, some people prefer to be rewarded with material goods. Motivation and reward are closely connected and interdependent. There are several theories of motivation. Those that are most often mentioned are: Maslow's, Leavitt's, Herzberg's, Vroom's and McGregor's theory. The most effective motivators are financial and non-financial rewards, praise, stimulation, as well as programmes and acknowledgements for good performance. The majority of institutions reward their employees with non-financial rewards, like an extra day off, praise, mobile phones, laptops and educational programmes, even though their employees may prefer financial rewards. The article presents the level of motivation and reward satisfaction among healthcare employees at the Ljubljana Maternity Hospital. The research shows that members of the younger generation are very satisfied with the work they perform, but less satisfied with the reward system. The employees would presumably be more motivated by financial rewards. The reward system at the Ljubljana Maternity Hospital is being developed according to the changes and business environment at the hospital.

Key words: motivation, rewards in the workplace, healthcare workers

Starostnik z demenco v družini

Živa bitja na Zemlji imajo za ohranjanje svojih vrst z genetskim zapisom določen čas, da lahko razvijejo sebe in poskrbijo za svoje potomstvo. Zaradi napredka znanosti, tehnologije in medicine ter vse večje ozaveščenosti prebivalstva o zdravem načinu življenja se življenjska doba podaljšuje in v družbi narašča pojavnost demence. To je degenerativna bolezen možganov, ki se počasi prikrađa v naše življenje. Zgodnje prepoznavanje bolezni je pomembno tako za starostnike kot za njihove svojce. Svojci potrebujejo hitro in učinkovito pomoč, ker je oskrba starostnika z demenco zelo zahtevna naloga. V razširjeni družini lahko prevzamejo skrb svojci, lahko pa se poslužijo različnih socialnih služb za pomoč na domu, kjer negovalke poskrbijo za bolnika v času, ko so svojci v službi.

Ključne besede: starostniki, demenca, družine, oskrba na domu

An Older Family Member Suffering from Dementia

Living creatures on the Earth have a genetically incoded time span for preserving their own kind. Thus they are able to develop themselves and to produce and take care of their offspring. Due to the advancement in science, technology, medicine and the increasing awareness of individuals about healthy lifestyles, life expectancy is now considerably longer than in the past, which causes dementia to be on the rise. Dementia is a degenerative disease of the brain which slowly creeps into our lives. Recognising the early symptoms of the condition is very important both for the older people and their family members. The family members need quick and effective help because caring for an older person with dementia is a very demanding task. In an extended family, the family members can do the task themselves, but there are also different social services they can employ. These social services are carried out at home by nursing professionals, who take care of the patient when the family members are not at home.

Key words: older person, dementia, family, help and care

Osebni pristop k pacientu v osnovnem zdravstvu

V prispevku se osredotočamo na potrebo po uvedbi novega koncepta pomoči v osnovnem zdravstvenem varstvu (osebni pristop v zdravstvu v dialogu s koncepti socialnega dela: koncept delovnega odnosa in izvirnega delovnega projekta pomoči), ki je bistven predvsem zaradi naraščanja števila obolelih za kroničnimi boleznimi in porasta števila starih ljudi. Zanimale so nas prednosti, ki jih tak način dela prinaša za paciente, profesionalce in politiko. Opiramo se na rezultate mnogih raziskav in projektov ter na rezultate raziskave v Zdravstvenem domu Ljubljana (ZDL). Rezultati raziskav kažejo, da pri pacientih zasledimo povečanje zadovoljstva pri obravnavi in izboljšanje kvalitete življenja. Prav tako se izboljša varnost pacientov in rezultati zdravljenja. Pri profesionalcih zasledimo boljše delovno zadovoljstvo, pri izvajalcih pa zmanjšanje stroškov zdravljenja in večjo skladnost pri zdravljenju. Politiki lahko pokažejo izboljšanje javnega zdravja in močnejšo zdravstveno ekonomijo.

Ključne besede: pacienti, zdravstvo, ambulate, družinski zdravniki

A Personal Approach to the Patient in Primary Care

In this article we focus on the need of a new concept of aid in primary health care (personal approach in health care through the dialogue with the concepts of social work: the concept of a working relationship and original work project aid), which is essential, mainly because of the increasing number of people suffering from chronic diseases and older people in society. We were interested in the benefits this way of working brings to patients, professionals and policy. We relied on the results of several studies and projects and the results of research at the Community Health Centre Ljubljana (CHC Ljubljana). The research results show the patients' increased satisfaction with treatment and improvement of the quality of life, safety of patients and treatment results. We also traced better job satisfaction in the professional sphere, while performers are reducing the cost of treatment and greater consistency in treatment is seen. Politicians can show improvement of public health and stronger health economics.

Key words: personal approach, general practitioner's clinic

Etika in vrednote v zdravstveno-socialni oskrbi

Etika je stara toliko, kot je staro človeštvo. Že v prazgodovini se je moral človek ravnati po plemenskih vrednotah in zakonitostih. Etika je filozofska panoga ali disciplina, ki se ukvarja s preučevanjem in oblikovanjem medčloveških odnosov. V zdravstvu pomeni, da zdravstveni delavci skrbijo za zdravje, preprečujejo bolezni in pomagajo bolnim. V zdravstvu je etika vedno aktualna in nikoli zastarela. V današnjem času so vrednote najpomembnejša določila družbe in kulture. Etične vrednote se nanašajo na ravnanje in odnos do drugih ljudi, do drugih živih bitij in do samega sebe. Namen prispevka je teoretično predstaviti pojma etika in vrednote ter njuno povezanost v zdravstvu. Empirični del predstavlja raziskavo in ugotavljanje etičnih vrednot v zdravstvu. Cilj raziskave je, da na podlagi pridobljenih rezultatov ankete predstavimo povezanost etike in vrednot v zdravstvu.

Ključne besede: etika, vrednote, zdravstveni delavci

Ethics and Values in Health and Social Care

Ethics is as old as humanity. Already in prehistoric times, the human had to follow the tribe values and laws. Ethics is a philosophical discipline or discipline that deals with the study and creation of human relationships. Ethics in health care means that health professionals take care of the health, prevent diseases and help the sick people. The medical ethics is always current and never outdated. Nowadays, the values are the most important conditions of society and culture. Ethical values are related to the attitudes and behaviour of other people, other living creatures and to one's self. The purpose of this article is to present the theoretical concept of ethics and values, and their relationship to health care. The empirical part presents the research findings and ethical values in health care. The aim of the research is to present the correlation of ethics and values in health care, based on the results of the survey.

Key words: ethics, values, health care providers

Maja Župan

Dom za starije i nemoćne osobe Požega

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Pothranjenost u starijoj životnoj dobi

Cilj istraživanja je ispitati koliki je rizik za pojavu pothranjenosti u osoba starije životne dobi smještenih u Dom za starije i nemoćne osobe. Nadalje, pokušala se dokazati ili opovrgnuti veza između pokretljivosti ispitanika i ukupnog rezultata testa. Istraživanje je provedeno u Domu za starije i nemoćne osobe u Požegi (N = 100). Metoda istraživanja je bio MNA upitnik (Mali prehrambeni upitnik) koji je mjerni instrument pothranjenosti posebno razvijen za osobe starije životne dobi, a sadrži 18 pitanja. Rezultati MNA upitnika su pokazali da je 25 od 100 ispitanika bilo pothranjeno (25%), 38 ispitanika je imalo rizik za razvoj pothranjenosti (38%), a 37 ispitanika je bilo dobro uhranjeno (37%). Statistički je dokazano da pokretljivost ispitanika utječe na rezultate MNA testa. Od 32 potpuno nepokretna ispitanika, njih 20 je bilo pothranjeno, 12 ih je imalo rizik za razvoj pothranjenosti, a niti jedan nepokretni ispitanik nije bio dobro uhranjen. Pothranjenost je česta u osoba starije životne dobi, bilo da žive sami u zajednici, u svojim obiteljima, domovima za starije i nemoćne osobe, ili da su hospitalizirane. U prepoznavanju, dijagnosticiranju i liječenju pothranjenosti potreban je multidisciplinarni pristup u koji trebaju biti uključeni liječnici, medicinske sestre, dijetetičari i ostali pružatelji zdravstvene skrbi. Zdravstveni djelatnici moraju razviti da je pravilna prehrana važan i neizostavan korak u izlječenju osobe, te to znanje prenijeti i oboljeloj osobi i njegovoj obitelji.

Ključne riječi: pothranjenost, MNA upitnik, starija životna dob

Malnutrition in the Older Age

The objective of the study was to examine the risk of malnutrition for older persons that had been placed in the residential care home for the older and disabled people. Furthermore, it tried to prove or disprove the link between mobility of respondents and total test results. The study was conducted in the Home for the older and disabled people in Požega, Croatia (N = 100). The research method was MNA questionnaire (concise food habits questionnaire), a malnutrition measuring instrument specially developed for the older people that contains 18 questions. Results of MNA questionnaire showed that 25 of 100 respondents suffered from malnutrition (25 %), 38 patients had a risk of developing malnutrition (38 %) and 37 subjects were well-fed (37 %). It was statistically proven that mobility of patients affects the results of the MNA test. Out of 32 completely immobile patients, 20 of them were underweight, 12 of them had a risk of malnutrition, and not a single one immobile respondent was well-fed. Malnutrition is common among older people, whether they live alone, with their families, in residential care homes for the older and disabled persons, or they are hospitalised. Recognition, diagnosis and treatment of malnutrition require a multidisciplinary approach that should include doctors, nurses, dietitians and other healthcare providers. Healthcare professionals need to develop the awareness that proper nutrition is an important and essential step in healing and transfer that knowledge to the patient and their family.

Key words: malnutrition, MNA questionnaire, older age

Častni pokrovitelj simpozija

Zbornica zdravstvene in babiške nege Slovenije - Zveza strokovnih društev medicinskih sester, babic in zdravstvenih tehnikov Slovenije



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Marand d.o.o., Ljubljana



