
HOSPITALIZED PATIENTS' SATISFACTION WITH THE QUALITY OF HEALTH CARE IN GENERAL COUNTY HOSPITAL IN POŽEGA

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Abstract

Introduction: The most well-known definition of health care quality is the WHO definition, which defines quality as a health service that by its characteristics should meet the set goals in medicine, with the current level of knowledge and the resources provided to work, in order to meet the expectations of the patient who must receive the best possible care in the conditions in which care is provided without risking its health and well-being.

Objectives: To examine the satisfaction level in patients hospitalized in Požega General Hospital because of gender, satisfaction with hospitalized patients in Požega, considering the department in which they were relieved and the urgency of reception.

Methods: A study conducted between February and April 2019 included 125 patients hospitalized at the Departments in the General Hospital of Požega. Patient satisfaction data was obtained by an anonymous survey with offered responses and scales (1-5).

Results: The satisfaction of the respondents during the hospitalization according to the department where they were hospitalized shows a statistically significant difference in the respondents' individual responses. Respondents are not satisfied with the information obtained in a comprehensible way in cardiology ($P = 0.041$), the quality of food is not satisfactory for those who were hospitalized for traumatic and orthopedic ($P = 0.004$). The satisfaction level of the patients hospitalized at the Požega General Hospital is $P = 0.0027$, indicating statistically significant differences and great satisfaction of the patients, the employees and the conditions they stay during hospitalization. Out of the total number of respondents, 97 (78%) expressed satisfaction with the provided health care in the Požega Welfare Hospital.

Conclusion: We have found that hospitalized patients in the Požega Hospital in the West are, in most cases, satisfied with the provided health care services, but also have certain disadvantages and differences with regard to individual departments, which we will try to improve and correct in our future work.

Key words: patient, quality, care, satisfaction

ZADOVOLJSTVO RODITELJA ZDRAVSTVENOM SKRBI DJECE U OŽB POŽEGA

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Sažetak

Uvod: Zadovoljstvo pacijenata je procjena primljene zdravstvene skrbi te se kao takve koriste za unapređenje zdravstvene skrbi. Zadovoljstvo uslugom više se mjeri kroz kvalitetnu komunikaciju, razumijevanje, suosjećanje i povjerenje pružatelja skrbi nego na sam tehnički aspekt liječenja.

Ciljevi: Ispitati postoje li razlike u procjeni zadovoljstva roditelja s obzirom na odjel na kojem je dijete hospitalizirano, s obzirom na spol, dob i obrazovanje roditelja, na dob djeteta i vrstu bolesti tijekom hospitalizacije (akutna, kronična), ispitati zadovoljstvo roditelja zdravstvenom skrbi djece s različitih aspekata (dostupnost informacija, stav osoblja prema djeci i roditeljima, sposobnost, znanja i vještine zdravstvenih djelatnika, radni uvjeti, stav prema radnim obavezama).