

# Zadovoljstvo pacijenata objašnjenjima u obiteljskoj medicini s obzirom na dob i stupanj obrazovanja

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## UVOD

Jedan od važnih aspekata iskustva pacijenata pri korištenju zdravstvenih usluga je zadovoljstvo objašnjenjima dobivenim od liječnika na način da je pacijentu lako razumijeti.

## CILJ

Cilj je bio ispitati postoje li razlike u udjelu pacijenata nezadovoljnih objašnjenjima u obiteljskoj medicini prema dobi i stupnju obrazovanja pacijenata.

## ISPITANICI I METODE

Analiza je provedena na 3.868 ispitanika iz cijele RH u dobi od 15 i više godina koji su sudjelovali u Europskoj zdravstvenoj anketi 2019. godine. Izračunati su i uspoređeni udjeli (s 95% CI) ispitanika nezadovoljnih objašnjenjima u dobi do 65 godina te u dobi od 65 i više godina, ukupno, kao i prema stupnju obrazovanja koji je definiran na sljedeći način: niski - završena osnovna škola i manje, srednji - završena srednja škola, visoki - završena barem viša škola i sve više od toga. Za izračun su korišteni ponderirani podaci kako bi rezultati bili reprezentativni.

## REZULTATI

Udio nezadovoljnih objašnjenjima obiteljskog liječnika bio je 5,0 % (4,0%-6,2%) u dobi do 65 godina, dok je taj udio u dobi 65 i više godina iznosio 6,2% (4,8%-8,0%). Ukoliko se udjeli dodatno analiziraju prema stupnju obrazovanja, udio nezadovoljnih kod mlađih od 65 godina bio je 7,1% (4,3%-11,6%) kod onih s nižim stupnjem obrazovanja, 4,7% (3,6%-6,2%) kod onih sa srednjim stupnjem obrazovanja te 4,1% (2,4%-6,9%) kod onih s visokim stupnjem obrazovanja, dok su u dobi od 65 i više godina udjeli od 6,3% (4,5%-8,6%) kod onih s nižim stupnjem obrazovanja i 7,7% (5,2%-11,4%) kod onih sa srednjim stupnjem obrazovanja bili značajno veći u odnosu na 0,7% (0,2%-2,8%) nezadovoljnih kod onih s visokim stupnjem obrazovanja.

## ZAKLJUČAK

Visok stupanj obrazovanja povezan je s manjim udjelom nezadovoljnih objašnjenjima obiteljskog liječnika, što je posebice izraženo u dobnoj skupini od 65 i više godina. To upućuje na važnost kvalitetne komunikacije i njenog prilagođavanja stupnju obrazovanja pacijenta.

**KLLJUČNE RIJEČI:** zadovoljstvo pacijenata, komunikacija u obiteljskoj medicini, zdravstvena anketa

# Patients' satisfaction with explanations provided in family medicine practice according to the age and educational attainment level

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## Introduction

One of the important aspects of patients' experience in use of healthcare services is satisfaction with explanations provided by the family doctor in a way that was easy for patient to understand.

## Aim

Aim was to explore if there are differences in percentages of the patients who were dissatisfied with explanations in family medicine practice according to the age and educational attainment level.

## Respondents and methods

Analysis was done on 3,868 respondents from the entire Croatia aged 15 years and older which participated in European Health Interview Survey 2019. Percentages (with 95% CI) of respondents who were dissatisfied with explanations were calculated and compared among those under age of 65 years and among those aged 65 years and older, in total as well as according to the educational attainment level which was defined as follows: low – completed primary school or less, medium – completed high school, high – completed college or more. All data used for calculations were weighted in order to assure representativeness of the results.

## Results

Percentage of those dissatisfied with explanations was 5.0 % (4.0%-6.2%) among those under age of 65 years, while that percentage was 6.2% (4.8%-8.0%) among those aged 65 years and older. When percentages are additionally analysed according to the educational attainment level, percentage of those dissatisfied under age of 65 years was 7.1% (4.3%-11.6%) among those with low, 4.7% (3.6%-6.2%) among those with medium and 4.1% (2.4%-6.9%) among those with high educational attainment level, while percentage of dissatisfied among those aged 65 years and older was 6.3% (4.5%-8.6%), among those with low and 7.7% (5.2%-11.4%) among those with medium which was significantly higher than 0.7% (0.2%-2.8%) of dissatisfied among those with high educational attainment level.

## Conclusion

High educational attainment level is associated with lower percentage of those dissatisfied with explanations provided by the family doctor, which is especially visible among those aged 65 years and older. That emphasizes the importance of quality communication and its adjustment to the educational attainment level of the patient.