

Procena zadovoljstva lekara pri pružanju zdravstvenih usluga u specijalisticko-konsultativnim ambulancama u Skoplju

Zdravkowska Milka., Gorgevska B., Petkovska S., Ivanovska V.
Fakultet medicinskih nauka, Stip, R. Makedonija

Cilj rada: Da se proceni zadovoljstvo lekara u toku rada i obezbedjivanju zdravstvenih usluga u specijalisticko-konsultativnim ambulancama u Skoplju.

Materijal i metod rada: Sa ciljem da se oceni zadovoljstvo lekara pri pružanju zdravstvenih usluga u specijalisticko-konsultativnim ambulancama, anketirani su 200 lekara – specijalista iz razlicitih oblasti, 100 iz ambulancata pri Klinickom centru – Skoplje i 100 iz ambulancata u Zdravnom domu – Skoplje. Za ocenu zadovoljstva lekara u toku rada, bio je primenjen specijalno dizajniran anketni upitnik. Anketiranje lekara u obe zdravstvene institucije je sprovedeno u periodu od 01. do 30 juna 2012 godine.

Rezultati: Preko 70% lekara u obe zdravstvene institucije smatra da pozitivna lista lekova, kao i cena i dostupnost nekih lekova, predstavlja problem koji ih ogranicava pri izboru leka za tretman pacienata. Oko 50% lekara u obe zdravstvene institucije smatra da ima dovoljno vremena u toku radnog dana, da posveti dovoljno paznje svakom pacijentu posebno. Samo 28% lekara u Klinickim ambulancama i 32% lekara u ambulancama u Zdravnom domu, smatra da oprema u njihovim ambulancama zadovoljava potrebe rada. 92% lekara u Klinickim ambulancama i 95% lekara u ambulancama u Zdravnom domu smatraju da su njihova mesecna primanja niska i neodgovaraju ulozenom trudu i obimu rada.

Zakljucak: Lekari specijalisti uglavnom nisu zadovoljni sa uslovima u kojima pružaju zdravstvene usluge. Nepostoje statisticki znacajne razlike izmedju lekara u specijalisticko-konsultativnim ambulancama u Zdravnom domu – Skoplje i Klinickom centru – Skoplje u odnosu na pravo za izbor leka, uslove rada i motivacije.

Kljucne reci: lekari specijalisti, zadovoljstvo, uslovi rada.

Poster prezentacija

Contact: Prof. d-r. Milka Zdravkowska

Mail: zdravkowska2003@yahoo.com

Tel: 0038975355779

Evaluation of the satisfaction the doctors have about health care services in the specialized and consultative clinics in Skopje

Zdravkovska Milka., Gorgevska B., Petkovska S., Ivanovska V.
Faculty of Medicine Science, Stip, R.Macedonia

Aim: To evaluate the satisfaction the doctors have while working and ensuring health care services in the specialized and consultative clinics in Skopje.

Materials and methods: In order to rate the satisfaction the doctors have while providing health care services, it has been conducted a survey that included 200 doctors – specialists from different areas, 100 from the clinics of Clinical Center – Skopje and 100 from Health Care Center – Skopje. For that purpose it was made specially designed questionnaire. The survey was performed on the doctors in the period from 1 of June to 30 of June, 2012.

Results: More than 70% of the doctors in the both health care centers consider the positive list, the price and the availability of the medicines as problems which restrict them from choosing the best medicine. Round 50% of the doctors in the both health care institutions said that they have enough time to dedicate themselves on each patient particularly. Just 28% of the doctors from Clinical Center – Skopje and 32% from Health Care Center – Skopje think that the equipment in their clinic can meet the need for working. 92% of the Clinical Center and 95% of the Health Care Center considered their monthly income as low and they think that it doesn't correspond with their invested efforts and amount of work.

Conclusion: The doctors – specialists mostly are not satisfied from the terms and conditions where they work. There are no statistically significant differences between the doctors from specialized and consultative clinics in Health Care Center – Skopje and Clinical Center – Skopje in relation when in relation of rights of choosing the medicine, terms of work and motivation.

Key words: Doctors – specialists, satisfaction, terms of work.

Poster presentation.

Contact: Prof. d-r. Milka Zdravkovska
Mail: zdravkovska2003@yahoo.com
Tel: 0038975355779