

AWARENESS OF DIALYSIS PATIENTS REGARDING THE PROVISION OF SOCIAL CARE

Lucie Tourková | B. Braun Avitum | Prague Černý Most | Czech Republic

INTRODUCTION

The basic pre-requisite for effective social support for a dialysis patient is mutual collaboration and the provision of relevant information between the nurse and the patient.

It is important to determine the patient's awareness in relation to social support.

From experience, we know that the level of a patient's awareness varies.

OBJECTIVE

To determine the extent of patients' knowledge of the provision of social care in order to improve the quality of nursing care regarding satisfying the social requirements of our dialysis patients.

I suppose that our patients have at least a basic awareness of the concept of social assistance and, in particular, of the possibilities of social assistance, given the work of the coordinator nurse at the dialysis centre.

METHODS

Respondents from the dialysis centre are interviewed on several areas of the social support system and their opinion on the system as a whole, including an evaluation.

I focused on determining the experience of patients and their awareness of the system of social assistance and where they get their information from. Above all, it was a qualitative study using a mixed method, including interviews with focus groups.

As part of the quality survey, I used the non-standardised interview technique. The basis for success in the collection of high-quality data in a non-standardised interview was the development of trust-based relationships.

There were 50 respondents – dialysis patients

There were 20 interviews and 6 focus groups (each with 5 participants)

10%: from 30 to 50 years of age

10%: from 50 to 60 years of age

80%: 60 years of age and above

THE FOLLOWING QUESTIONS WERE ASKED IN THE INTERVIEW:

- What do you know about social benefits and care?
- What do you know about social services?
- Do you have any personal experience with social services in the city?
- Where would you look for information if you wanted to use a social service?
- What method of the provision of information about social services or the possibilities of financial contributions would suit you?

RESULTS

Based on the outcomes of the completed survey, it is apparent that the patients' awareness of the system of social support is relatively low. Most interviewed patients had very poor orientation in the field of social care and they were not aware of the term social assistance. The responders could not express their opinion, as they had insufficient information in the area. We found out that patients rely on a limited set of information resources only – dialysis centre staff, dialysis patients, internet, newspapers, news.

The results demonstrate the low level of awareness in the area of social assistance. The obscurity and low comprehension of information is stated as the cause of the limited search for information. Therefore, their main source of information is also the staff of the dialysis centre, as well as the internet, which is easily accessible, fast, and usable from home, without the need to be shy when speaking to public officers. They would appreciate more information leaflets.

I think that better awareness and making more information available to patients will help provide patients with effective assistance in the area of social care. However, it is necessary to make sure that the patient has understood the information. To be aware of their level of social and medical awareness.

Our objective is to improve the living conditions of patients experiencing this disease.

PRACTICAL RECOMMENDATIONS

Education in the area of social services as part of the comprehensive care provided for dialysis patients with a significant effect on the improvement of comfort and quality of life. Given that patients most often prefer the possibility of getting more information from physicians and other healthcare professionals, we recommend focusing on the education of social issues at the dialysis centre.

