

QUALITY AND ORGANIZATION IN ROMANIAN HEALTH INSTITUTIONS

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Abstract

Noting the growing importance of quality and organization in Romanian medical institutions, we studied the employee opinion on the intra-hospital care environment in terms of organization of medical work and service quality.

The research was based on questionnaire, conducted by interviewing all department employees TBC section from Vaslui County Emergency Hospital during 10 to 15 May 2010.

The research results reveal the following conclusions: medical equipment is often physically and morally spent, the existing infrastructure is insufficient: many patients reported to a reduced number of beds, restrictions on resources utilization due to the difficult economic conditions, low salaries lead to lower interest properly carried out activities.

Key words: quality, organization, hospital

Currently, the concept of **quality** is becoming increasingly complex and the concern for its conception, considerable. (Oprean C., Vanu A., 2006).

Also in management, we find the same high interest for the organization function. (Marinescu G., Petrescu Gh., 2005).

The concept of quality in health is extremely wide and currently debated (Boldureanu D., 2009).

Summarizing the expert opinions, we believe that we can highlight three fundamentally dimensions of quality in health:

1. professional quality - if the product or service meets all the conditions set by the health professionals in the medical field (standards of practice);

2. quality in terms of customer (patient satisfaction) - the patient expectations from a medical service;

3. total quality management - the most efficient and productive way of using health resources within the limits set by health authorities (managerial efficiency).

In health services cases, the definition of quality has evolved in parallel with increasing the number of practical applications of various scientific methods to approach the specific problems of this area.

A. Donabedian, a leading specialist in quality assurance, describes the quality of medical care as „type of care kind that is expected to maximize the size of welfare, taking into account the gains balance and losses which affecting the entire health care process.”

In her opinion, the quality of medical care depending by „the method of medical science and technology, that maximize the health care benefit without increasing the risk” (Donabedian A., 1978).

After introduction of the concept of total quality, A. Donabedian described a new three-dimensional model of quality - structure-process-results model, with the following components (Armean P., 2002):

- „structure” - a relatively stable characteristics of the health care provider, techniques, tools and resources available, organization and infrastructure characteristics at workplace;

- „process” - a set of activities that take place within provider and patients framework, the health care process means quality only when was established a relationship with desired health status;

- „result” - a change in current and future health of the patient, which can be attributed to health care provided.

MATERIAL AND METHOD

The purpose of the article is to study the opinion about the hospital care environmental in terms of organization and quality of hospital services among employees from the health institutions (medical service providers).

For this, was applied a questionnaire during 10 to 15 May 2010 period in the TBC Vaslui County Emergency Hospital, all employees of the department (50 respondents) answering the questions.

RESULTS AND DISCUSSIONS

The department staff investigated (in numbers of 50 employees) is composed of ancillary medical staff in proportion of 40%, nurses 38% and physicians 22%. We appreciate that this situation is a proportion that characterizes the entire Romanian medical system. The medical staff structure of the TBC section, where we conducted the research, includes a percentage of 86% female and 14% male. This proportion is due to the fact that many women worked as nurses and ancillary medical staff.

The research conducted shows that TBC Department of Vaslui County Emergency Hospital has a young personnel, aged 25-40 years in percentage of 64%, a staff aged between 41-55 years in percentage of 34% and only 2% of staff aged over 56 years.

The staff income are divided according to the responsibility of each employee and the position occupied, so most have an average income between 1,500-3,000 Ron, followed by a percentage of 32% with an income between 3,000-5,000 Ron, while the income level higher than 5,000 Ron is only 6% of total staff.

Depending on the environment of origin, the employees from urban areas represent a percentage of 80%, while rural workers represent only 20% percentage.

The answers to the questionnaire indicate the following opinion:

1. Are you satisfied by the hospital working condition?

Table 1

The results of question 1

Variants	Percent (%)
Yes	24
No	76
Total	100

The working conditions of the employees are satisfied in proportion of 76%, so it seems possible to ensure an optimal working environment for most of the people.

2. Are you considering that the current infrastructure of the hospital is efficient?

Table 2

The results of question 2'

Variants	Percent (%)
Yes	30
No	70
Total	100

The responses shows us that the infrastructure already existed in the hospital is positive appreciate by 70 % of employees.

3. How would appreciate the existing medical and technical equipment?

Table 3

The results of question 3

Variants	Percent (%)
Insufficient and with a low quality	9
Insufficient and with a high quality	14
Sufficient and with a low quality	14
Sufficient and with a high quality	63
Total	100

Although the hospitals are overcrowded and unable to cover the necessary of patient's beds, however, it was succeeded in purchasing quality medical equipment to ensure quality of medical care.

For these reason, the existing medical and technical equipment is perceived as high quality in a majority percent of 63 % respondents.

4. How you appreciate the hygiene and the cleaning of the hospital?

Table 4

The results of question 4'

Variants	Percent (%)
Very good	20
Good	39
Neutral	14
Bad	18
Very bad	9
Total	100

Generally, the hygiene and the cleaning of the hospital are appreciated positive by 59% (39% good and 20% very good).

However we have some doubts about these, given the fact that most employees are nurse and ancillary medical staff, which have in their job description to ensure hygiene and cleanliness in the hospital.

5. How you appreciate the furniture accessories (desks, cabinets, chairs)?

Table 5

The results of question 5

Variants	Percent (%)
Very good	7
Good	25
Neutral	30
Bad	18
Very bad	20
Total	100

The furniture accessories existed (desks, cabinets, chairs) is appreciated negative by 38% of respondents (from which 20% even very bad), so this aspect could be improved more.

6. How do you appreciate your personal hygiene condition (bath, shower, hot water, heat, light)?

Table 6

The results of question 6

Variants	Percent (%)
Very good	9
Good	38
Neutral	23
Bad	18
Very bad	12
Total	100

At this question, the personal hygiene are appreciated positive by 47% of the respondents (9% very good + 38% good), so we can say that the hospital is under normal conditions of personal hygiene.

7. How appreciate the existing work program?

Table 7

The results of question 7

Variants	Percent (%)
Very good	4
Good	12
Neutral	46
Bad	30
Very bad	8
Total	100

The work program is generally viewed in a negative way (long and stressful), in a percentage of 38%. Majority remains, however, the neutral opinion (46%).

8. How do you appreciate the safety and the maintenance of existing equipment?

Table 8

The results of question 8

Variants	Percent (%)
Very good	44
Good	48
Neutral	2
Bad	6
Very bad	0
Total	100

The security and the maintenance of equipment and installation was estimated similarly positive (92% good and very good advice), the building is sometimes considered to be negligible, possibly due to the large flow of patients requiring a cleaning activity and supported restoration. It is not possible entirely due to the intense activity and the limited space.

9. How do you rate the overall hospital performance?

Table 9

The results of question 9

Variants	Percent (%)
Very good	39
Good	45
Neutral	9
Bad	7
Very bad	0
Total	100

The most respondents felt positive the hospital performance (39% very good and 45% good).

Very few respondents thought poor the hospital performance (7%), possibly due to their high medical training and knowledge of his potential and the need for patient's medical services.

10. Your working conditions are constantly evaluated?

Table 10

The results of question 10

Variants	Percent (%)
Yes	70
No	30
Total	100,0

The existing hospital conditions are evaluated constantly in appreciation of 70% respondents, which means a constant concern of the hospital management for employee.

CONCLUSIONS

The employee responses show a constant concern for quality and organization in the hospital.

From the employee perspective, the main problems of quality and organization in the hospital are: medical equipment is moral and, sometime, physical spent; small spaces with many unused equipment; inadequate infrastructure: many patients, few beds; a difficult financial situation

because of the underfunding; a large volume of work which sometimes creates stress; the resource restrictions causes economic difficulties; low salary that lead to decreased interest in hospital activities.

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