



UČNI NAČRT PREDMETA / COURSE SYLLABUS

Predmet:	INTEGRIRANA OBRAVNAVA PACIENTOV S KRONIČNIMI OBOLENJI V AMBULANTAH DRUŽINSKE MEDICINE
Course title:	INTEGRATED TREATMENT OF PATIENTS WITH CHRONIC DISEASES IN FAMILY MEDICINE CLINICS

Študijski program in stopnja Study programme and level	Študijska smer Study field	Letnik Academic year	Semester Semester
Zdravstvena nega 2. stopnja	Integrirana obravnava pacientov s kroničnimi obolenji v napredni zdravstveni negi	2.	3.
Nursing Care master study programme	Integrated Treatment of patients with chronic diseases in advanced nursing practice	2.	3.

Vrsta predmeta / Course type

Obvezni predmet izbrane študijske smeri /
Compulsory subject selected study field

Univerzitetna koda predmeta / University course code:

IM-MAG-B.1.1

Predavanja Lectures	Seminar Seminar	Vaje Tutorial	Klinične vaje work	Druge oblike študija	Samost. delo Individ. work	ECTS
30	20	/	/	/	100	5

Nosilec predmeta / Lecturer:

doc. dr. Erika Zelko/Assist. Prof. Erika Zelko, MD, PhD
doc. dr. Vesna Zupančič/Assist. Prof. Vesna Zupančič, RN, PhD

Jeziki /

Predavanja / Lectures: Slovenski jezik / Slovene language

Languages:

Vaje / Tutorial: Slovenski jezik / Slovene language

Pogoji za vključitev v delo oz. za opravljanje študijskih obveznosti:

- Pogojev ni.

Prerequisites:

- There are no conditions.

Vsebina:

- **Ambulante družinske medicine kot specifično delovno okolje v sistemu zdravstvenega varstva** (umestitev, vloga, pomen, pravna podlaga, statistični podatki, financiranje – splošni dogovor, delovna mesta, standard dela, zdravstveni tim, organizacija dela, fizično delovno okolje, materialni viri, organizacijska, administrativna, strokovna podpora za delo v ambulantah družinske medicine, strategije-mednarodne in nacionalne usmeritve).
- **Zdravstvena obravnava pacientov v ambulantah družinske medicine** (značilnosti pacientov, značilnosti in načela zdravstvene obravnave, holistična in

Content (Syllabus outline):

- **Family medicine clinics as a specific working environment in the health care system** (location, role, significance, legal basis, statistical data, financing – the general agreement, jobs, standard of work, health care team, work organization, physical working environment, material resources, organizational, administrative, professional support for work in family medicine clinics, strategies - international and national orientations).
- **Health care of patients in family medicine clinics** (patient characteristics, characteristics and principles of health care, holistic and interculturally adapted health care, guidelines



medkulturno prilagojena obravnava, smernice in standardi, splošne, specifične in operativne naloge zdravstvenega tima, vloga pacientov in svojcev).

- **Integrirani pristop v zdravstveni obravnavi pacientov v ambulantah družinske medicine** (značilnosti, namen in pomen, integrirane klinične poti, povezovanje in sodelovanje – vertikalno, horizontalno, medsektorsko, multidisciplinarno, oblike in metode dela).
- **Kronične nenalezljive bolezni kot javnozdravstveni problem, izziv za zdravstveno varstvo in skupnostno skrb** (vrste, značilnosti, posledice kroničnih nenalezljivih bolezni, statistični podatki, podporna mreža programov in storitev, vloga lokalne skupnosti, nacionalne strategije in ukrepi, vloga primarnega zdravstvenega varstva, vloga in naloge ambulante družinske medicine, zdravstvena pismenost pacientov).
- **Integrirana zdravstvena obravnava pacientov v povezavi s kroničnimi nenalezljivimi boleznimi** (diagnostika, zdravljenje, preventiva in rehabilitacija, vodenje pacientov s kroničnimi nenalezljivimi boleznimi, paliativna oskrba).
- **Napredna integrirana zdravstveno-negovalna obravnava pacientov s kroničnimi nenalezljivimi boleznimi** (organizacija dela, vabljenje pacientov in skrb za odzivnost, motiviranje pacientov za skrb zase in svoje zdravje, presejanje, ugotavljanje dejavnikov tveganja in znakov kroničnih nenalezljivih bolezni, vodenje pacientov z urejeno kronično nenalezljivo boleznijo, napotovanje v laboratorij, vodenje registrov, metode in pristopi pri delu, sodelovanje znotraj zavoda, sodelovanje z Nacionalnim inštitutom za javno zdravje in strokovnimi združenji ter društvi pacientov).
- **Pravice in dolžnosti pacientov s kroničnimi nenalezljivimi boleznimi v ambulanti družinske medicine** (odzivnost, komunikacija, posredovanje resničnih podatkov, spoštovanje in aktivno upoštevanje navodil, sodelovanje pri vrednotenju izidov zdravstvene obravnave, pravica do pritožbe, pravica do izbire in odločanja, odgovornost).
- **Individualizirano, na dokazih temelječe timsko delo, dokumentiranje in vrednotenje dela v ambulanti družinske**

and standards, general, specific and operational tasks of the health care team, the role of patients and relatives).

- **Integrated approach in the health care of patients in family medicine clinics** (characteristics, purpose and significance, integrated clinical pathways, integration and cooperation - vertical, horizontal, intersectoral, multidisciplinary, forms and methods of work).
- **Chronic non-communicable diseases as a public health problem, a challenge for health and community care** (types, characteristics, consequences of chronic non-communicable diseases, statistics, support network of programs and services, role of local community, national strategies and measures, role of primary health care, role and family medicine clinic tasks, patient health literacy).
- **Integrated medical treatment of patients in connection with chronic non-communicable diseases** (diagnostics, treatment, prevention and rehabilitation, management of patients with chronic non-communicable diseases, palliative care).
- **Advanced integrated nursing care for patients with chronic non-communicable diseases** (work organization, inviting patients and caring for responsiveness, motivating patients to care for themselves and their health, screening, identifying risk factors and signs of chronic non-communicable diseases, managing patients with chronic non-communicable diseases, referral to the laboratory, keeping registers, methods and approaches at work, cooperation within the institution, cooperation with the National Institute of Public Health and Professional and Patient Associations).
- **Rights and duties of patients with chronic non-communicable diseases in the family medicine clinic** (responsiveness, communication, transmission of true information, compliance with and active adherence to instructions, participation in the evaluation of the results of medical treatment, the right to appeal, the right to choose and decide, responsibility).
- **Individualized, evidence-based teamwork, documentation and evaluation of work in the family medicine clinic** (monitoring response, recording services, keeping registers of patients with chronic non-communicable diseases, IT support, protocols and



medicine (spremljanje odzivnosti, beleženje storitev, vodenje registrov pacientov s kroničnimi nenalezljivimi boleznimi, IT podpora, protokoli in prilagajanja potrebam pacienta in potrebam sistema, skrb za kompetentno odzivanje na individualne potrebe pacientov, sodelovanje v timu, s pisarno za podporo ambulantam družinske medicine na Nacionalnem inštitutu za javno zdravje).

- **Integrirana skrb za varnost in kakovost obravnave v ambulanti družinske medicine** (etična načela in načela kakovosti, priprava in uveljavljanje smernic, standardov protokolov in normativov, kazalniki kakovosti, preprečevanje širjenja okužb, obvladovanje tveganj in upravljanje z varnostnimi odkloni, PDCA-krog, skrb za kompetentnost, uporaba sodobnih oblik in metod dela, varen prenos shranjevanje informacij/podatkov).
- **Raziskovanje in uvajanje inovacij v ambulantah družinske medicine** (obstoječe raziskave in načrtovanje novih raziskav, primeri dobre prakse, potrebe pacientov, opozarjanje na vrzeli, predlogi za izboljšave, sodelovanje z vodstvom).

adaptations to patient needs and system needs, care for competent response to individual needs of patients, participation in a team, with an office to support family medicine clinics at the NIJZ)

- **Integrated care for the safety and quality of treatment in the family medicine clinic** (ethical principles and principles of quality, preparation and implementation of guidelines, standards, protocols and norms, quality indicators, prevention of infection, risk management and management of safety incidents, the PDCA-circle, care for competence, use of modern forms and methods of work, secure transfer storage information / data).
- **Research and introduction of innovations in family medicine clinics** (existing research and planning of new research, examples of good practice, patient needs, warning of gaps, suggestions for improvements, cooperation with management).

Temeljna literatura in viri / Readings:

- Švab, I., Rotar-Pavlič, D., eds., 2012. *Družinska medicina : učbenik*. Ljubljana: Združenje zdravnikov družinske medicine, pp. 327-333.
- WHO gender, equity and human rights. Available at: <http://www.who.int/topics/gender/en/>
- Bukovnik, A., Bukovnik, N., Pernat Drobež, C., Skalicky, M., Kranjc, I., Žohat, T., eds. 2012. *Telemedicinsko spremljanje kroničnih bolnikov - pilotni projekt* [Elektronski vir].
- Schor, A., Bergovoy-Yellin, L., Landsberger, D., Kolobov, T., Baron-Epel, O., 2019. Multidisciplinary promotes preventive medicine and health education in primary care: a cross-sectional survey. *Isr J Health Res.*, 8(50), pp. 1-11. doi: 10.1186/s13584-019-0318-4.
- Rees, S., Williams, A., 2009. Promoting and supporting self-management for adults living in the community with physical chronic illness: A systematic review of the effectiveness and meaningfulness of the practitioner encounter. *JBI Libr Syst Rev.*, 7(13), pp. 492-582.

Objectives and competences:

Cilji in kompetence:

Študente:

- seznaniti s specifikom dela v ambulantah družinske medicine in obravnavo pacientov s kroničnimi nenalezljivimi boleznimi,
- seznaniti z javnozdravstvenimi izzivi s področja kroničnih nenalezljivih bolezni in ozavestiti o pomenu skupnostne skrbi,

Objectives and competences:

Students:

- to acquaint with the specifics of work in family medicine clinics and the treatment of patients with chronic non-communicable diseases,
- to raise awareness of public health challenges in the field of chronic non-communicable diseases and to raise awareness of the



- seznaniti in ozavestiti o integrirani zdravstveni obravnavi pacientov v povezavi s kroničnimi nenalezljivimi boleznimi,
- ozavestiti in usposobiti za napredno integrirano zdravstveno- negovalno obravnavo pacientov s kroničnimi nenalezljivimi boleznimi,
- ozavestiti o pomenu in usposobiti za uporabo načel medkulturne zdravstvene nege, etičnega kodeksa in načel kakovosti,
- usposobiti za uporabo integriranega pristopa pri napredni zdravstveno negovalni obravnavi pacientov s kroničnimi nenalezljivimi boleznimi,
- ozavestiti o pomenu celovite obravnave, timskega sodelovanja, dokumentiranja in vrednotenja dela v ambulantah družinske medicine,
- usposobiti za uporabo orodjih in metod za zagotavljanje kakovosti in varnosti pri obravnavi pacientov s kroničnimi nenalezljivimi boleznimi,
- spodbuditi za pridobitev znanja za na dokazih temelječe delovanje, raziskovanje in uvajanje inovacij v ambulantah družinske medicine.

- importance of community concern,
- to acquaint and raise awareness of integrated medical treatment of patients in connection with chronic non-communicable diseases,
 - to raise awareness and train for advanced integrated nursing care for patients with chronic non-communicable diseases,
 - to raise awareness of the importance and training of the principles of intercultural nursing, the code of ethics and the principles of quality,
 - to qualify for use an integrated approach in the advanced care of patients with chronic non-communicable diseases,
 - to raise awareness of the importance of comprehensive treatment, teamwork, documentation and evaluation of work in family medicine clinics,
 - to qualify for use tools and methods to ensure quality and safety in the treatment of patients with chronic non-communicable diseases,
 - to encourage the acquisition of knowledge for evidence-based operation, research and innovation in family medicine clinics.

Predvideni študijski rezultati:

Znanje in razumevanje:

Študent bo ob zaključku tega predmeta sposoben:

- izkazati znanje za obravnavo pacientov s kroničnimi nenalezljivimi boleznimi,
- predstaviti kronične nenalezljive bolezni kot javno zdravstveni izziv in predlagati rešitve,
- izkazati razumevanje specifik del v ambulantah družinske medicine in obravnavo pacientov s kroničnimi nenalezljivimi boleznimi,
- povezati in uporabiti znanje pri načrtovanju integrirano zdravstveno- negovalno obravnavo pacientov s kroničnimi nenalezljivimi boleznimi,
- povezati znanja holistične zdravstvene in medkulturne zdravstvene nege ter kulture varnosti in kakovosti v zdravstvu,
- izkazati razumevanje uporabe integriranega pristopa pri zdravstveni obravnavi pacientov s kroničnimi nenalezljivimi boleznimi,
- analizirati uspešnost uporabe različnih metod in pristopov glede na izide zdravstveno negovalne obravnave pacientov s kroničnimi

Intended learning outcomes:

Knowledge and understanding:

- to demonstrate knowledge for the treatment of patients with chronic non-communicable diseases,
- to present chronic non-communicable diseases as a public health challenge and propose solutions,
- to demonstrate an understanding of the specifics of work in family medicine clinics and the treatment of patients with chronic non-communicable diseases,
- to integrate and apply knowledge in the planning of integrated healthcare for patients with chronic non-communicable diseases,
- to integrate the knowledge of holistic health and intercultural health care and the culture of safety and quality in health care,
- to demonstrate an understanding of the application of an integrated approach in the medical treatment of patients with chronic non-communicable diseases,
- to analyze the effectiveness of the use of different methods and approaches in relation to the outcomes of nursing care of patients



<p>nenalezljivi boleznimi,</p> <ul style="list-style-type: none">• načrtovati in ovrednotiti uporabo orodij za kakovost in varnost pacientov s kroničnimi nenalezljivimi boleznimi,• prepoznati potrebe po znanstvenih raziskavah in inovacijah za na dokazih temelječe delovanje in razvoj obravnave pacientov s kroničnimi nenalezljivimi boleznimi v ambulantah družinske medicine.

<p>with chronic non-communicable diseases,</p> <ul style="list-style-type: none">• to design and evaluate the use of tools for the quality and safety of patients with chronic non-communicable diseases,• to recognise the need for scientific research and innovation for evidence-based action and development of treatment of patients with chronic non-communicable diseases in family medicine clinics.
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Metode poučevanja in učenja:

<ul style="list-style-type: none">• predavanja, seminarji, seminarske vaje, projektno delo, delo na terenu.

Learning and teaching methods:

<ul style="list-style-type: none">• lectures, seminars, tutorial, project, field work.
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Načini ocenjevanja:

Delež (v %) /
Weight (in %)

Assessment:

<ul style="list-style-type: none">• 80 % prisotnost na obveznih seminarjskih vajah.• Oddan in uspešno opravljen zagovor projektne naloge. Opravljene obveznosti iz projektne naloge so predpogoj za pristop k izpitu.• Pisni izpit• Ocenjevalna lestvica ECTS: nezadostno (1-5), zadostno 6, dobro 7, prav dobro 8), prav dobro 9, odlično 10.	<p>40 %</p> <p>60 %</p>	<ul style="list-style-type: none">• 80% attendance at mandatory seminars.• Submitted and successfully defended project work. Fulfilled obligations concerning project work are a prerequisite for the exam.• Written exam.• Grading scale ECTS: insufficient (1-5), satisfactory (6), good (7), very good (8), very good (9), and excellent (10).
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Reference nosilca / Lecturer's references:

doc. dr. Erika Zelko

1. Zelko, E, Klemenc-Ketiš, Z., Tušek-Bunc, K., 2016. Medication adherence in elderly with polypharmacy living at home: a systematic review of existing studies. *Materia socio-medica*, 28 (2), str. 129-132.
2. Zelko, E., Zaletel-Kragelj, L. (2005). Vrednotenje programa ukrepov za izboljšanje zdravja v lokalni skupnosti. Primer občine Beltinci = Local community health enhancing programme assessment. The case of Beltinci community. *Slovenska kardiologija : znanstveno strokovna revija za področje srčno-žilne medicine*, 2 (1), str. 8-12.
3. Ramšak-Pajk, J., Makivić, I., Zelko, E., 2019. Izkušnje z medpoklicnim povezovanjem za namen učinkovite paliativne oskrbe na primarni ravni zdravstvenega varstva. V: Pesjak, K. (ur.), Pivač, S. (ur.). *12. mednarodna znanstvena konferenca Izživi in potrebe družbe na področju preventive in promocije zdravja na vseh ravneh zdravstvenega varstva, Hotel Astoria Bled, 6. junij 2019*. Jesenice: Angela Boškin Faculty of Health Care: = Fakulteta za zdravstvo Angele Boškin, str. 293-300.
4. Selič, P., Klemenc-Ketiš, Z., Zelko, E., Kravos, A., Rifel, J., Makivić, I., Poplas-Susič, T., Tevžič, Š., Cerovič, M., Peterlin, B., Kopčavar Guček, N., 2020. Development of an algorithm for determining of genetic risk at the primary healthcare level - a new tool for primary prevention : a study protocol = Razvoj algoritma za določanje genetskega tveganja na primarni ravni zdravstvenega varstva - novo orodje v primarni preventivi : predstavitev protokola raziskave. *Zdravstveno varstvo: Slovenian journal of public health*, 59(1), str. 27-32.
5. Štuhec, M., Gorenc, K., Zelko, E., 2019. Evaluation of a collaborative care approach between general practitioners and clinical pharmacists in primary care community settings in elderly patients on polypharmacy in Slovenia: a cohort retrospective study reveals positive evidence for implementation. *BMC health services research*, 19 (118), str. 1-9.
6. Loenen, T. van, Muijsenbergh, M., Hofmeester, M., Dowrick, C., Ginneken, N. van, Mechili, E. A., Angelaki, A., Ajduković, D., Bakic, H., Rotar-Pavlič, D., Zelko, E., et al., 2018. Primary care for refugees and newly arrived migrants in Europe: a qualitative study on health needs, barriers and wishes. *European journal of public health*, 28(1),



str. 82-87.

Zelko, E., Selič, P., Malačič, S., 2017. Palliative care: a cross sectional study focused on different capacity building programmes evaluated through self-rated knowledge and efficiency in family medicine tutors. *Materia socio-medica*, 29 (2), str. 114-118.

doc. dr. Vesna Zupančič

1. Zupančič, V., Filej, B. (2018). Integralna zdravstvena nega s perspektive znanja študentov. *Revija za zdravstvene vede*, 5(2), str. 3-18.
2. Zupančič, V., Pahor, M., Kogovšek, T., 2019. Focus group in community mental health research : need for adaption. *Community mental health journal*, 55 (1), str. 168-179.
3. Zupančič, V., Ahac, K., Kralj, K., Kovačič mežek, V., Mate, T., Medved, A., et al. Projekt ministrstva za zdravje "SenSys" in upravljanje z varnostnimi odkloni in tveganji za varnost v zdravstvu. V: *Skupaj rastemo s kakovostjo : zbornik referatov*. Ljubljana: Slovensko združenje za kakovost in odličnost, str. 240-247.
4. Zupančič, V., Poplas-Susič, T. 2016. Sprememba na primarni ravni zdravstvenega varstva: 55 novih referenčnih ambulant. *Utrip : informativni bilten Zbornice zdravstvene nege Slovenije*, 24, (7), str. 17-18.
5. Reynders, D., Vračko, P., Jošar, D., Zupančič, V., et al., 2018. *A new drive for primary care in Europe : rethinking the assessment tools and methodologies : report of the Expert Group on Health Systems Performance Assessment*. Luxembourg: Publications Office of the European Union.