

NAZIV DISERTACIJE: EVALUACIJA STANDARDA KAO POKAZATELJA KVALITETA RADA U MEDICINSKO-BIOHEMIJSKIM LABORATORIJAMA**Autor:** Aleksandra Pašić**Mentor:** Prof. dr. . Arzija Pašalić**Datum odbrane:** 20.09.2023.**DOI:** <https://doi.org/10.17532/DD.2023.02>**SAŽETAK**

Uvod: Svrha uspostavljanja standarda kvaliteta u medicinsko-biohemijskim laboratorijama ima za cilj osiguranje kvaliteta rada i tačnosti rezultata, što posljedično povećava povjerenje pacijenta, ali i cjelokupne društvene zajednice.

Ciljevi istraživanja se odnose na ispitivanje i evaluiranje uslova rada u medicinsko- biohemijskim laboratorijama u Bosni i Hercegovini i regionu u odnosu na kvalitet, sigurnost, pouzdanost, učinkovitost i obnovljivost.

Ispitanici i metode: Istraživanjem su obuhvaćeni laboratorijski profesionalci različitog nivoa obrazovanja uposleni u medicinsko-biohemijskim laboratorijama. Ispitanici su podijeljeni u dvije skupine, ispitivanu i kontrolnu. Ispitivana skupina je dodatno podijeljena u dvije podskupine: Podskupina I - (BiH). Podskupina II - (SCM). Kontrolna skupina (RH). Za potrebe istraživanja korišten je upitnik nastao i validiran za potrebe ovog istraživanja pod nazivom „Znanje, stav i praksa laboratorijskih profesionalaca o standardima i sistemu kvalitete rada“. Upitnik je distribuiran u formi Google obrasca (Google form).

Rezultati: Od ukupnog broja ispitanika, 454 laboratorijska profesionalca, uočava se dominacija ženskog spola, koja se kretala 74.5-81.8%. U podskupini I (BiH) i kontrolnoj skupini (RH) najzastupljeniji su ispitanici s univerzitetskim obrazovanjem (44.5% i 42.4%). Analizom znanja iz oblasti predanalitičke faze utvrđeno je da ne postoji značajna razlika u znanju o pravilnom radu s pacijentima, odnosno poznavanju procedura i dokumenata ($p = 0.234$). Loša praksa je utvrđena kod ispitanika podskupine I (BiH) i kontrolne skupine (RH), (45.5 i 44.8%), dok je zastupljenost u podskupini II (SCM) iznosila 65.9%.

Zaključak: Na osnovu rezultata istraživanja došli smo do zaključaka da stavovi laboratorijskih profesionalaca ovise o znanju, obrazovanju i stručnim edukacijama. Nacionalna tijela u saradnji s menadžmentima zdravstvenih ustanova trebaju provoditi tačno definisane smjernice, dokumente, propise međunarodnih i evropskih lidera, koji bi uz formiranje stručnih timova u medicinsko-biohemijskim laboratorijama doveli do otkrivanja indikatora kvaliteta koji narušavaju preciznost, pravovremenost i tačnost cjelokupnog laboratorijskog ciklusa. Standardizacija i harmonizacija bi nas vodile prema akreditaciji standardom 15189.

Ključne riječi: standardi, indikatori kvaliteta, kvalitet rada, medicinsko-biohemijska laboratorija.

DISSERTATION TITLE:**Author:** Aleksandra Pašić**Mentor:** Prof. dr. . Arzija Pašalić**Date of defence:** 20. September 2023.**DOI:** <https://doi.org/10.17532/DD.2023.02>**ABSTRACT**

Introduction: The purpose of establishing quality standards in medical biochemical laboratories is to ensure the quality of work and the accuracy of results, which consequently increases the trust of the patient, but also of the entire social community.

The goals of the research are related to examining and evaluating the working conditions in medical biochemical laboratories in Bosnia and Herzegovina and the region in relation to quality, safety, reliability, efficiency and renewability.

Respondents and methods: The research included laboratory professionals, of different levels of education, employed in medical biochemical laboratories. The subjects were divided into two groups, a test and a control group. The examined group was additionally divided into two subgroups: Subgroup I - (BIH). Subgroup II - (SCM). Control group (RH). For the purposes of the research, a questionnaire created and validated for the purposes of this research was used under the title "Knowledge, attitude and practice of laboratory professionals about the standards and work quality system". The questionnaire was distributed in the form of a Google form.

Results: From the total number of 454 respondents, laboratory professionals, the dominance of the female gender can be observed, which ranged from (74.5-81.8%). In subgroup I (BIH) and the control group (RH) the respondents with a university education are the most represented (44.5% and 42.4%). Analyzing knowledge from the pre-analytical phase, it was determined that there is no significant difference in knowledge of proper work with patients, i.e. knowledge of procedures and documents ($p = 0.234$). Bad practice was found among the respondents of subgroup I (BIH) and the control group (RH), (45.5 and 44.8%), while the representation in subgroup II (SCM) was 65.9%.

Conclusion: Based on the results of our research, we came to the conclusion that the attitudes of laboratory professionals depend on their knowledge, education and professional training. National bodies in cooperation with the management of health institutions should implement precisely defined guidelines, documents, regulations of international and European leaders, which, along with the formation of expert teams in medical biochemical laboratories, would lead to the discovery of quality indicators that impair the precision, timeliness and accuracy of the entire laboratory cycle. Standardization and harmonization would lead us towards accreditation with the 15189 standard.

Keywords: standards, quality indicators, quality of work, medical biochemical laboratories.