



5. INTERNATIONAL HEALTH SCIENCES AND MANAGEMENT CONFERENCE

09-11 JULY 2020 Kirsehir Ahi Evran University, Congress Center, KIRSEHIR

"Better Management for Healthcare"

e - PROCEEDING

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EDITORIAL BOARD

Doç. Dr. Sedat BOSTAN
Prof. Dr. Ramazan ERDEM
Prof. Dr. Musa ÖZATA
Dr. Turgut ŞAHİNÖZ

Dear 5. International Health Sciences and Management Conference Participants,

Many developed countries recognize health as a basic human right and assume collective responsibility for providing access to health care to all of their citizens. However, extension of the human life span, rapid development of new technology and advanced treatment methods, and significant increase of health care expenditure as a share of national and family incomes necessitate efficient and effective provision of health services as well as their professional management in all countries.

The main aim of this conference is to serve as a professional platform and network to exchange knowledge, information, and experiences about current health care management trends and health reforms between national and international health care management academicians, policy makers, practitioners, managers, and students. We also hope that the conference will further contribute to the global recognition of health care management as an important and growing profession.

This year the Conference will be held at the Uskudar University's Center Campus (Altunuzade) at Istanbul. We are honored to be the partner of the Uskudar University, which stands out with its successful international educational studies. We would also like to thank the university for (giving opportunity for) opening the 4rd International Health Sciences and Management Conference. We are also very happy that we will have the opportunity to know and see our host university, Istanbul and the Uskudar.

We look forward to welcoming you to our conference.

Sincerely,

Uluslararası Sağlık Bilimleri ve Yönetimi Kongresi Gelişim Süreci

Sağlık Bilimleri ve Yönetim konulu uluslar arası bir kongre düzenlenme fikrine ilk olarak 2013 yılında İngiltere’de katıldığım bir sağlık yönetimi kongresinde sahip oldum. Daha sonra alandaki bazı hocalarımızla yaptığımız istişarelerde böyle bir kongreye ihtiyaç olduğu, uluslararası düzeyde düzenlenmesi, alandaki Türk akademisyenlerin ürettiği bilgiyi uluslararası alana taşınması açısından faydalı olacağı görüşleri paylaşıldı.

14 Kasım 2014 tarihinde Sağlık Yönetimi Bölüm Başkanlarını Gümüşhane Üniversitesinde 10. Sağlık Yönetimi Bölüm Başkanları toplantısı için davet ettik. Bu toplantıda kongre fikrimiz bölüm başkanları tarafından da uygun görüldü. Böylece ilk kongremizi 15-17 Haziran 2015 tarihinde Gümüşhane’de yapma kararı aldık.

Kongremizi Uluslararası Stratejik Sağlık Araştırmaları Merkezi’miz ve üniversitemiz adına düzenliyoruz. Sağlık Yönetimi hocalarından oluşan Stratejik Sağlık Araştırmaları Merkezimizin Başkanlığı Ahievran Üniversitesinde Prof. Dr. Musa Özata yürütmektedir. Süleyman Demirel Üniversitesi sağlık yönetimi bölüm başkanı Prof. Dr. Ramazan Erdem önderliğinde bölüm hocaları, Selçuk Üniversitesi Sağlık yönetimi bölümünden Doç. Dr. Yumus Emre Öztürk, Kırıkkale Üniversitesinden, Dr. Ali Yılmaz, Ordu Üniversitesinden ben Doç. Dr. Sedat Bostan ve Doç. Dr. Taşkın Kılıç gibi isimler öne çıkan araştırmacılarımızdır.

1. 15-17 Haziran 2015 tarihlerinde, Gümüşhane Üniversitesi (Türkiye) ev sahipliğinde, birçok üniversitemiz ve sivil toplum kuruluşlarının desteği 1.IHMC’yi düzenledik. Kongreye, USA, Danimarka, Avusturya, Suudi Arabistan, Fas, İran, Yunanistan, Romanya, Nijerya, Birleşik Arap Emirlikleri, Kıbrıs ve Türkiye’den 120 civarında akademisyen, Değişik üniversitelerden 100 lisans, yüksek lisans ve doktora öğrencisi, 50 civarında yönetici, kalite koordinatörü, doktor ve hemşire katıldı. Kongre 30 kişilik asistan, öğrenci ve idari personelden oluşan kongre düzenleme kurulu ile gerçekleştirdi.

(<http://ihmc2015.gumushane.edu.tr/>)

2. 2016 yılında 2.IHMC’nin USA’da yapılmasına karar verdik. Bütün akademik süreçleri tamamlamış olmamıza rağmen 15 Temmuz menfur olayı nedeniyle kongreyi iptal etmek zorunda kaldık.

3. 2016 yılında Başkent’in kongresinde bölüm başkanların talebiyle sağlık yönetimi bölümlerinin ortak kongresi olan Sağlık ve Hastane İdaresi Kongresini 13-15 Ekim 2017’de Trabzon’da gerçekleştirdik. İlk kez ulusal olan bölüm kongremizi uluslar arası düzeye taşıdık. 1.Uluslararası 11. Sağlık ve Hastane İdaresi Kongresi adıyla kongreyi yaptık. Gönderilen bildiri sayısı 270’i geçti. Ancak kongremizde 250 civarındaki bildiriye sunum imkânı oluştu. İki gün boyunca 35 bildiri oturumu, iki davetli konuşmacı paneli, özel hastanelerin tartışılacağı bir panel ve iki oturum şeklinde kongre kursuyla çok dolu bir bilimsel programa şahit olduk. Bu kongreyi gerçekleştiremediğimiz 2. IHMC’nin yerine saydık.

(<http://hhac2017.gumushane.edu.tr/>)

4. Trabzon’daki kongremize katılan Bulgaristan Amerikan üniversitesinden öğretim üyelerinin talebiyle 2018 yılı kongremizi Sofya’da yapma kararı aldık. 3. IHMC’yi 3-5 Ekim 2018 tarihleri arasında USSAM ve Bulgaristan Amerikan Üniversitesi İşbirliği ve Moskova, Sakarya, Ahi Evran, Süleyman Demirel Üniversiteleri, HAKSAY, OHSAD’ın desteği ile Bulgaristan’ın başkenti Sofya’da Amerikan Üniversitesi ev sahipliğinde gerçekleştirdik. Konferansa, Amerika, Hollanda, Rusya, Romanya, Tayvan, Bulgaristan ve Türkiye’den konuşmacılar ve dinleyiciler katıldı. Kongrede bir açılış konferansı, iki panel yapıldı ve 74 bildiri, sekiz bildiri oturumunda sunuldu.

(<http://ihmc2018.ussam.co/>)

5.Dördüncü kongremiz, 20-23 Haziran 2019 tarihlerinde Üsküdar Üniversitesinin ev sahipliğinde, Ordu Üniversitesi ve Uluslararası Stratejik Sağlık Araştırmaları Merkezi (USSAM) ile birlikte Hasta Dostu Sağlık Hizmetleri ve Hastane ana temasıyla 4.Uluslararası Sağlık Bilimleri ve Yönetimi Kongresi İstanbul'da, Üsküdar Üniversitesinin Merkez Yerleşkesinde gerçekleştirildi.

Kongrede; 4 panel, 3 konferans, 3 kongre kursu ve 32 bildiri oturumu yapıldı.15 panelist, 3 konferans konuşmacısı, 3 kongre kursu eğitimcisi uzmanlık alanları konularında bilgi paylaşımında bulundu. Yaklaşık 230 sözel bildiri, 40 poster bildiri sunumu gerçekleştirildi. Sosyal program olarak iki müzik-dinleti programı icra edildi. Kongrenin düzenleme kurulunda 10, bilimsel danışma kurulunda 21, bilimsel danışma kurulu ofisinde 7 ve bilimsel inceleme kurulunda 26 akademisyen, kongre günlerinde 20 civarında sağlık yönetimi öğrencisi görev aldı. Kongre katılımcı sayısı, akademisyen, sektör çalışanı, öğrenci ve diğer ilgililer olmak üzere 390 civarında bir sayıya ulaştı.

(<http://ihmc2019.ussam.co/tr/>)

Kongremizin beşincisini Üsküp'te Balkanlardaki seçkin Üniversitelerinden biri olan Uluslararası Balkan Üniversitesinde (IBU) 22-25 Haziran 2010 tarihleri yapmayı planlamıştık. Rektörü, Prof. Dr. Mehmet Dursun ERDEM Hocamızın yakın ilgisine teşekkür ederiz. Bütün hazırlıklarımızı yaptık fakat koronavirüs pandemisi nedeniyle ne yazık ki gerçekleştiremedik.

Bu nedenle kongremizi yurt içine almak durumunda kaldık. Yeni planlamamıza göre, kongremiz 9-11 Temmuz 2020 tarihlerinde Kırşehir Ahi Evran Üniversitesi ev sahipliğinde yapılacaktır. Ahi Evran Üniversitesi Rektörü Sayın Prof. Dr. Vatan Karakaya Beyefendiye ve USSAM Kurucu Başkanı ve Ahi Evran Üniversitesi, Sağlık Bilimleri Fakültesi Dekanı Sayın Prof. Dr. Musa Özata'ya bize üniversitelerini açtıkları için minnettarız. Kongremize hem fiziken hem de tele-konferans yöntemiyle katılım mümkün olacaktır.

Sağlık bilimleri ve yönetimi alanıyla ilgili olan, emek harcayan ve geleceğine katkı yapmak isteyen akademisyen, çalışan, öğrenci ve diğer ilgilileri bir bilim şöleni olan kongremizde görmekten mutlu olacağız.

Bilgi ve sevgi paylaştıkça büyür... Saygılarımla...

Doç. Dr. Sedat BOSTAN
Kongre Başkanı
Ordu Üniversitesi, Türkiye

5. ULUSLARARASI SAĞLIK BİLİMLERİ VE YÖNETİMİ KONGRESİ

(09-10 Temmuz 2020, Ahi Evran Üniversitesi, Kırşehir)

SONUÇ BİLDİRGESİ

1. Geçen yıl 4.sü Üsküdar Üniversitesi'nde yapılan 5. Uluslararası Sağlık Bilimleri ve Yönetimi Kongresi, USSAM, Kırşehir Ahi Evran Üniversitesi ve Süleyman Demirel Üniversitesi işbirliği ile 09-10 Temmuz 2020 tarihleri arasında Kırşehir'de gerçekleştirilmiştir.
2. Kongre 09 Temmuz Perşembe günü saat 09.30'da Kongre Başkanları olarak Ahi Evran Üniversitesi Sağlık Bilimleri Fakültesi Dekanı Prof. Dr. Musa Özata, USSAM Başkanı ve Ordu Üniversitesi Sağlık Bilimleri Fakültesi Öğretim Üyesi Doç. Dr. Sedat Bostan ve Kırşehir Ahi Evran Üniversitesi Rektör Yardımcısı Prof. Dr. Mustafa Kasım Karahocagil'in konuşmalarıyla başlamıştır.
3. Kongreye farklı ülkelerden, Türkiye'nin farklı üniversitelerinden, kamu ve özel kuruluşlardan özellikle dijital ortamda yoğun bir katılım sağlanmıştır.
4. Kongrede yer alan dijital panellere Moskova Devlet Üniversitesi'nden Prof. Oleg Medvedev, Filistin Al-Quds Üniversitesi'nden Prof. Dr. Motasem Hamdan, Makedonya'dan Dr. Zlate Mehmedoviç, Arnavutluk Tiran Üniversitesi'nden Prof. Dr. Enver Roshi ve Pakistan Igra Üniversitesi'nden Prof. Dr. Farzan Ali Jan davetli konuşmacı olarak katılmışlardır.
5. Prof. Dr. Nesrin Çobanoğlu tarafından "Etik İlkeler Işığında Hastane Yönetimi" konulu bir kongre konferansı dijital ortamda yapılmıştır.
6. Kongrede sağlık yönetimi alanında yapılan bilimsel çalışmaların niteliğini artırmak amacıyla Prof. Dr. Ramazan Erdem tarafından "*Bilimsel Çalışmalarda Kavramsallaştırma ve Özgünlük*" başlıklı ve Prof. Dr. Mahmut Akbolat tarafından "*Bilimsel Çalışmalarda Yol Analizi*" başlıklı kongre kursları dijital ortamda gerçekleştirilmiştir.
7. İki gün boyunca bir fiziksel, üç dijital olmak üzere dört salonda 145 (33 fiziksel ve 112 dijital) sözlü bildiri sunulmuştur.
8. Kongrenin dijital ortamda yapılabilirliği başarılı bir şekilde deneyimlenmiştir.
9. Kongre yapmak ciddi bir caba ve ekip çalışması gerektiriyor.
 - a. Kongreyi zor şartlara rağmen başarılı bir şekilde tamamlayan Kongre Başkanı Doç. Dr. Sedat Bostan'a,
 - b. Bildirilerin bilimsel değerlendirme sürecini yöneten Bilim kurulu Başkanı Prof. Dr. Ramazan Erdem ve Dr. Öğr. Üyesi Ahmet Alkan'a,
 - c. Bildirileri değerlendiren hakemlerimize,
 - d. Dijital oturumları yöneten başta Doç. Dr. Yunus Emre Öztürk olmak üzere Müjdat Yeşildal, Halil Türkteviz ve Deniz Güneş arkadaşlarımıza,
 - e. Kayıt masasında çalışan arkadaşlarımıza,
 - f. Kongreye fizikî olarak ev sahipliği yapan Kırşehir Ahi Evran Üniversitesi Rektörü Prof. Dr. Vatan Karakaya olmak üzere üniversite yöneticilerine ve bizleri ev sahipliği ile onurlandıran Kongre Başkanı Prof. Dr. Musa Özata'ya,

g. Türkiye'nin çeşitli yerlerinden zor şartlara Kırşehir'e kadar gelen fiziki katılımcılara,

h. Fizikî ve dijital oturumlara başkanlık yapan hocalarımıza,

Çok teşekkür ediyoruz.

6. Uluslararası Sağlık Bilimleri ve Yönetimi Kongresi'nde görüşmek umuduyla, selam ve saygılar sunuyoruz.

Prof. Dr. Ramazan ERDEM

Bilim Kurulu/Kongre Başkanı

5th INTERNATIONAL HEALTH SCIENCES AND MANAGEMENT CONGRESS

(09-10 July 2020, Ahi Evran University, Kırşehir)

FINAL DECLARATION

1. The 5th International Health Sciences and Management Congress, the 4th of which was held at Üsküdar University last year, was held in Kırşehir between 09-10 July 2020 in cooperation with The Center of International Strategic Healthcare Research (CISHR), Kırşehir Ahi Evran University and Süleyman Demirel University.
2. The Congress was held on Thursday, July 9, at 09.30 and started with the speeches of the Congress Chairmans, Prof. Dr. Musa Özata, Dean of the Faculty of Health Sciences, Ahi Evran University, Assoc. Prof. Dr. Sedat Bostan, Chairman of CISHR and Faculty Member of Ordu University Faculty of Health Sciences and Prof. Dr. Mustafa Kasım Karahocagil, Kırşehir Ahi Evran University Vice Rector.
3. An intense participation was provided in the public and private organizations to the Congress from different countries, from different universities in Turkey, and particularly in the digital environment.
4. Prof. Oleg Medvedev from Moscow State University, Prof. Dr. Motasem Hamdan from Palestine Al-Quds University, Dr. Zlate Mehmedoviç from Macedonia, Prof. Dr. Enver Roshi from Albania Tirana University and Prof. Dr. Farzan Ali Jan from Pakistan Igra University participated in the digital panels in the congress as invited speakers.
5. Prof. Dr. Nesrin Çobanoğlu held a congress conference on "Hospital Management in the Light of Ethical Principles" in digital environment.
6. In order to increase the quality of scientific studies in the field of health management congress courses titled "*Conceptualization and Originality in Scientific Studies*" by Prof. Dr. Ramazan Erdem and "*Path Analysis in Scientific Studies*" were held by Prof. Dr. Mahmut Akbolat in digital environment.
7. During two days, 145 oral presentations (33 physical and 112 digital) were presented in a total of four halls, one physical and three digital.
8. The feasibility of the congress in digital environment has been successfully experienced.
9. Holding a congress requires a serious effort and teamwork.

We thank very much;

- a. To the Congress Chairman Assoc. Prof. Dr. Sedat Bostan who successful completed the congress despite difficult conditions,
- b. To the Chairman of the Scientific Board Prof. Dr. Ramazan Erdem and to Assist. Prof. Dr. Ahmet Alkan who managed the scientific evaluation process of the papers,
- c. To our referees who evaluated the papers,
- d. To our colleagues especially Assoc. Prof. Dr. Yunus Emre Öztürk and Müjdat Yeşildal, Halil Türktemiz and Deniz Güneş who managed digital sessions,
- e. To our colleagues working at the registration desk,

- f. To Prof. Dr. Vatan Karakaya, Rector of Kırşehir Ahi Evran University, who physically hosted the congress, to university administrators and to Prof. Dr. Musa Özata, Congress Chairman who honored us with hosting,
- g. To physical participants who come to Kırşehir from various parts of Turkey in difficult conditions,
- h. To our university lecturers who chaired the physical and digital sessions.

Hoping to see you at the 6th International Health Sciences and Management Congress, we present our greetings and respect.

Prof. Dr. Ramazan ERDEM

Scientific Committee Chairman / Congress Chairman

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Dr. Nurdan Oral Kara	Mehmet Akif Ersoy Üniversitesi

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INVITED AND FOREIGN SPEAKERS

Prof. Dr. Musa ÖZATA,	Ahi Evran University, Founding President of USSAM, Turkey
Doç. Dr. Sedat BOSTAN	Ordu University, President of USSAM, Turkey
Prof. Dr. Mustafa Kasım KARAHOCAGİL	Ahi Evran University, Rector Vice
Prof. Dr. Ramazan ERDEM	Scientific Committee Chairman, S. Demirel Un / USSAM
Prof. Dr. Motasem HAMDAN	Al-Quds University / Filistin
Dr. Zlate MEHMEDOVIC	Clinic of Pulmonology and Allergy in Skopje, Macedonia
Prof. Dr. Mahmut AKBOLAT	Sakarya University, Turkey
Prof. Dr. Farzan Ali JAN	Iqra University Rector Vice, Pakistan
Prof. Dr. Enver ROSHI	Tirana University, Albania
Prof. Dr. Oleg Medvedev	Russia
Prof. Dr. Nesrin Çobanoğlu	Gazi University / Türkiye

KONGRE PROGRAMI

09 JULY 2020 / THURSDAY

		11:20-12:50	14:00-15:30	15:50-17:20
		1. Session: Healthcare Management	2. Session: COVID 19	3. Session: COVID-19
		Moderator: Doç. Dr. Gökçe DEMİR	Moderator: Prof. Dr. Ahmet KAYA	Moderator: Prof. Dr. Mustafa Kasım KARAHOCAGIL
HALL-A	Coffee Break	1) EVALUATION OF THESES MADE IN THE FIELD OF HEALTH MANAGEMENT IN TERMS OF THE PROPOSALS GIVEN TO THE RESEARCHERS	1) NURSING MANAGEMENT IN CHILD SERVICES IN THE COVID-19 PANDEMIC	1) ANXIETY, ATTITUDE AND OPINION OF HEALTHCARE PROVIDERS AGAINST COVID-19 PANDEMIC
		2) AN INVESTIGATION ON THE CONCEPT OF TRIAGE IN DISASTER AND EMERGENCIES: DESCRIPTION, TAKING ETHICAL DECISIONS	2) THE EFFECT OF COVID-19 PANDEMIC ON ANXIETY-DEPRESSION AND INTENTIONS TO GO TO THE HOSPITAL OF PATIENTS WITH CHRONIC HEART DISEASE	2) IN TERMS OF TURKISH HEALTH AND INSURANCE SYSTEM MANAGEMENT OF THE COVID 19 PANDEMIC PROCESS
		3) THE RELATIONSHIP BETWEEN INDEPENDENCE IN ACTIVITIES OF DAILY LIVING AND LIFE SATISFACTIONS IN GERIATRICS	3) AN INVESTIGATION ON THE EFFECT OF SOCIAL ISOLATION ON THE COURSE OF COVID-19 PANDEMIC: A CASE STUDY OF TURKEY	3) SOCIAL ATTITUDE AND OPINIONS AGAINST COVID-19 PANDEMIC
		4) PATIENT SATISFACTION SURVEY IN CITY HOSPITAL: A CASE OF ISPARTA	4) FACTORS THAT AFFECT THE MORTALITY RATES OF COUNTRIES DURING THE COVID-19 PANDEMIC	4) INVESTIGATION OF SOCIETY ANXIETY, DEPRESSION AND INTENTION TO GO TO HOSPITAL IN THE PROCESS OF PANDEMIC
		5) MEASURING THE EFFECT OF BUSINESS INTELLIGENCE APPLICATIONS ON PERFORMANCE IN HOSPITAL MANAGEMENT SYSTEMS: A CHAIN HOSPITAL APPLICATION	5) THE RELATIONSHIP OF COVID-19 FEAR WITH AGEISM: THE CASE OF KONYA	5) THE RELATIONSHIP BETWEEN INTENTION TO GO TO HOSPITAL AND ANXIETY, DEPRESSION LEVEL ON PATIENTS WITH DIABETES MELLITUS DURING THE COVID-19 PANDEMIA
		6) THE IMPACT OF PERCEIVED SOCIAL SUPPORT ON PERCEPTION OF HEALTH STATUS IN ISPARTA		
		7) EVALUATION OF THE EFFECTS OF VALUE-BASED PURCHASING APPLICATIONS ON COST AND EFFICIENCY		

09 JULY 2020 / THURSDAY

DİJİTAL HALL - 1	Coffee Break	11:20-12:50	Lunch	14:00-15:30	Coffee Break	15:50-17:20
		1. Digital Session: Healthcare Management		2. Digital Session : Organizational Behavior in Health Institutions		3. Digital Session: Nursing Management
		Moderator: Prof. Dr. Yusuf ÇELİK		Prof. Dr. Yasemin AKBULUT		Moderator: Prof. Dr. Ülkü BAYKAL
		<ol style="list-style-type: none"> 1) SOCIAL MEDIA USE OF THE MINISTRY OF HEALTH: INVESTIGATION OF OFFICIAL TWITTER ACCOUNTS 2) OPINIONS OF HEALTHCARE PROFESSIONALS REGARDING EUTHANASIA AND DEATH TOURISM 3) EXAMİNİNG THE RELATIONSHIP BETWEEN HEALTH PROFESSIONALS' ORGANİZATIONAL COMMITMENT AND JOB SATİSFACTION: A SYSTEMATIC REVİEW AND META-ANALYSIS 4) ELDERLY CARE EDUCATION IN TURKEY 5) HEALTH 4.0 AND DIGITAL TRANSFORMATION IN HEALTH 6) ANALYSIS OF ERROR TYPE AND EFFECTS IN THE PREVENTION OF MEDICAL ERRORS IN HOSPITALS (HTEA) 7) PROCESS MANAGEMENT IN HOSPITALS AND PROCESS EXAMPLES 		<ol style="list-style-type: none"> 1) CHILD ABUSE AND NURSING MANAGEMENT 2) THE EFFECT OF ALTRUISTIC LEADERSHIP CHARACTERISTICS OF HEALTHCARE PROFESSIONALS ON BURNOUT 3) EFFECTS OF PATERNAL LEADERSHIP ON ORGANISATIONAL CYNISM: COMPARING THE PUBLIC AND PRIVATE HOSPITALS IN FATİH HEALTH SERVICE REGION 4) THE RELATIONSHIP OF FIVE FACTOR PERSONALITY FEATURES AND WORKPLACE INJURY IN HEALTH ORGANIZATIONS 5) EXAMINATION OF THE RELATIONSHIP BETWEEN FOMO AND SOCIAL MEDIA ADDICTION: A STUDY ON THE HEALTH MANAGEMENT STUDENTS 6) FACTORS AFFECTİNG THE HEALTHCARE DEPARTMENT STUDENTS' CHOİCE OF DEPARTMENT 7) ANALYSIS OF RELATIONSHIP BETWEEN COPING WITH STRESS MECHANISMS OF HEALTHCARE WORKERS AND ORGANIZATIONAL COMMITMENT SCALE 		<ol style="list-style-type: none"> 1) WITHIN THE SCOPE OF NURSE MANPOWER PLANNING IS JOB ANALYSIS STUDY PECULIAR TO UNIT 2) CLINICAL GOVERNANCE CLIMATE IN HEALTHCARE PROFESSIONALS 3) EFFECTS ON PATIENTS AND EMPLOYEE SAFETY CULTURE THE STRUCTURAL AND PSYCHOLOGICAL STRENGTHENING OF SURGICAL NURSES 4) THE EFFECT OF COVID-19 PANDEMIC ON CHILDREN AND NURSING CARE 5) A STUDY ON MEASURING THE IMPACT OF ORGANIZATIONAL COMMITMENT ON JOB SATISFACTION OF NURSES 6) NURSING CARE IN COVID-19: A CASE REPORT 7) CRISIS MANAGEMENT OF NURSING SERVICES IN HOSPITALS DURING THE COVID-19 PANDEMIC: A CASE STUDY

09 JULY 2020 / THURSDAY

		11:20-12:50			14:00-15:30			15:50-17:20
DIGITAL HALL - 2	Coffee Break	4. Digital Session: Healthcare Management		5. Digital Session: Healthcare Management		6. Digital Session: Emergency Medical Services and Disaster Management		
		Moderator: Prof. Dr. Aysegül KAPTANOĞLU		Moderator: Prof. Dr. H. İbrahim CANKUL		Moderator: Prof. Dr. Saime ŞAHİNÖZ		
		<ol style="list-style-type: none"> 1) THE CONSENSUS IN DOCTOR-PATIENT COMMUNICATION 2) FATIGUE AND DEPRESSION IN PATIENTS WITH END-STAGE RENAL DISEASE 3) INDIVIDUALS' OPINIONS RELATED VISUAL ESTHETIC ELEMENTS IN HOSPITALS (SPECIFIC TO GAZI UNIVERSITY) 4) CURRENT SITUATIONS, THOUGHTS AND EXPECTATIONS OF STUDENTS LEARNING IN SOME FIELD OF HEALTH SERVICES ON THE USE OF COMPUTER TECHNOLOGIES 5) INVESTIGATION OF HEALTH MANAGEMENT IN THE MUNICIPALITIES IN TERMS OF ORGANIZATIONAL STRUCTURE 6) A REVIEW INTO THE EFFECTS OF MIGRATION PROCESS ON HEALTHCARE SERVICES IN TURKEY 7) AN ANALYSIS OF ORTHOPEDIC SURGICAL SERVICES PROVIDED TO SYRIAN REFUGEES IN A HEALTH CENTER AWAY FROM THE SYRIA DISTRICT 8) DETERMINING THE QUALITY OF WORK LIFE OF PHYSICIANS AND NURSES AND THEIR INTENTION TO QUIT 	Lunch	<ol style="list-style-type: none"> 1) LEADERSHIP STYLES OF WOMEN MANAGERS ACCORDING TO PERCEPTIONS OF HEALTH WORKERS 2) THE EFFECT OF ADMINISTRATIVE PERSONALITY ON THE ADMINISTRATIVE ROLLERS IN HOSPITAL MANAGERS 3) A RESEARCH ON THE SATISFACTION OF POLYCLINIC PATIENTS: A CITY HOSPITAL EXAMPLE 4) A RESEARCH ON RATIONAL DRUG USAGE AWARENESS 5) A RESEARCH ON THE RELATIONSHIP BETWEEN NOMOPHOBIA AND VIRTUAL RECORDING IN HEALTH ORGANIZATIONS 6) PRIVATE HEALTH ORGANIZATIONS INSPECTION, POSSIBLE CRISIS AND WAYS OUT OF THE CRISIS 7) NETNOGRAPHIC INVESTIGATION OF WHATSAPP GROUP WHICH HEALTH MANAGERS ARE MEMBER 8) A RESEARCH ON THE DETERMINATION OF SIBERCHONDRIA LEVEL OF HEALTH MANAGEMENT STUDENTS 	Coffee Break	<ol style="list-style-type: none"> 1) EVALUATION OF NATIONAL THESIS STUDIES PUBLISHED IN TURKEY ON "NATURAL DISASTERS": NURSE SAMPLE 2) THE ASSESSMENT OF TURKEY'S PREVALENT VULNERABILITY TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM 3) INVESTIGATION OF TUBERCULOSIS NOTIFICATIONS IN OUR COUNTRY IN TERMS OF DISASTER MANAGEMENT 4) THE ASSESSMENT OF TURKEY'S LACK OF RESILIENCE TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM 5) THE ASSESSMENT OF TURKEY'S EXPOSURE AND SENSITIVITY TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM 6) VOCATIONAL SCHOOL STUDENT'S BASIC DISASTER AWARENESS, MEASURING THEIR KNOWLEDGE USING SOME PARAMETERS AND A SURVEY STUDY 7) INVESTIGATION OF THE ANTHRAX NOTIFICATIONS IN OUR COUNTRY IN TERMS OF DISASTER MANAGEMENT 8) OUTSTANDING DISEASES IN ANATOLIA JOURNEY TO HISTORY 		

09 JULY 2020 / THURSDAY

DIGITAL HALL - 3	11:20-12:50	Lunch	14:00-14:30	Coffee Break	15:00-16:00
	2. Session: Panel		3. Session: Conference		4. Session: Course
	Moderator: Doç. Dr. Taşkın KILIÇ		Moderator: Doç. Dr. Sedat BOSTAN		Moderator: Prof. Dr. Musa ÖZATA
	Dr. Zlate MEHMEDOVIC, Clinic of Pulmonology and Allergy in Skopje, Macedonia Macedonia's Health System and Corona virus Pandemic Prof. Dr. Enver ROSHI, Albania's Health System and Corona virus Pandemic Prof. Dr. Farzan Ali JAN, Pakistan Healthcare System and Corona virus Pandemic		Prof. Dr. Nesrin ÇOBANOĞLU Etik İlkeler Işığında Hastane Yönetimi		Prof. Dr. Ramazan ERDEM Bilimsel Çalışmalarda Kavramsallaştırma ve Özgünlük

10 JULY 2020 FRIDAY

		10:00-11:30	14:00-15:50
		4. Session: COVID-19	5. Session: Healthcare Management
		Doç. Dr. Ali GÜNEŞ	Dr. Emine ŞENER
HALL-A	Coffee Break	1) NEUROSURGERY DURING THE COVID-19 PANDEMIA	1) THE EFFECT OF MANAGER BEHAVİORS ON EMPLOYEE SATISFACTION; CASE OF HEALTH SECTOR
		2) EFFECTS OF THE COVID-19 PANDEMIC ON EDUCATIONAL ACTIVITIES IN THE FIELD OF NEUROSURGERY	2) A REVIEW ON THE HISTORICAL DEVELOPMENT OF HOSPITALS ESTABLISHED DURING DISASTERS
		3) THE EFFECT OF COVID-19 PANDEMIC TO THE PRACTISES OF CARDIOLOGY CLINICS	3) EVALUATION OF THE EFFECT OF TEAM WORK ON THE PERFORMANCE OF THE PHYSICAL TREATMENT UNIT
		4) THE EFFECT OF COVID-19 PANDEMIC ON THE ANXIETY LEVELS OF INTERNAL MEDICINE PHYSICIANS AND PRACTISE OF INTERNAL MEDICINE CLINICS	4) THE ANALYSIS OF PUBLIC SPOTS AND NEWS CONTENT RELATED TO RATIONAL DRUG USE
		5) THE EFFECT OF THE COVID-19 PANDEMIC ON PATIENTS' ANXIETY, DEPRESSION LEVELS AND INTENTIONS TO GO TO HOSPITAL	5) AN INVESTIGATION ON THE CONCEPT OF UNOFFICIAL VOLUNTEERISM DURING DISASTERS, AND EMERGENCIES: DEFINITION, OPPORTUNITIES AND CHALLENGES
		6) EVALUATION OF THE SOCIOECONOMIC STATUS IN THE COVID 19 PANDEMIC PROCESS	6) DETERMINATION OF NURSING IMAGES OF HEALTH SCHOOL STUDENTS
			7) INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTH LITERACY AND PATIENT SATISFACTION
			8) THE VALIDITY AND RELIABILITY OF MAYERS LIFE-STYLE QUESTIONNAIRE(3) IN ELDERLY PEOPLE
			9) DOES JOB SATISFACTION AFFECT LIFE SATISFACTION? EXAMPLE OF HEALTHCARE ACADEMICS

10 JULY 2020 FRIDAY

	09:00-10:30	10:50-12:20	14:00-15:30	15:50-17:20
	7. Digital Session: Organizational Behavior	8. Digital Session: Organizational Behavior	9. Digital Session: Health Policy and Economy	10. Digital Session: Quality Life
	Moderatör: Dr. Ali Yılmaz Ahmet ALKAN	Moderator: Prof. Dr. Mehveç TARIM	Moderator: Prof. Dr. İsmail AĞIRBAŞ	Moderatör: Prof. Dr. Yunus TAŞ
DİGİTAL HALL - 1	<ol style="list-style-type: none"> 1) A RESEARCH ON THE INVESTIGATION OF THE RELATIONSHIP BETWEEN THE USE OF MEDIA AND THE TRUST OF PHYSICIAN: A CASE OF ISPARTA 2) THE PSYCHOLOGICAL IMPACT OF THE COVID-19 EPIDEMIC ON UNIVERSITY STUDENTS IN TURKEY: A FOUNDATION UNIVERSITY CASE 3) INVESTIGATION OF KNOWLEDGE, ATTITUDES AND EXPERIENCES OF PATIENTS RECEIVING SERVICES FROM HEALTHCARE INSTITUTIONS FOR PATIENT PRIVACY IN KONYA 4) USING MOBILE HEALTH PRACTICES IN SMARTPHONES: EXAMPLE OF BURDUR-ISPARTA PROVINCES 5) HEDONIC ATTITUDES IN THE DEMAND AND CONSUMPTION OF HEALTH SERVICES 6) THE EFFECT OF NURSING PRACTICES IN THE PREVENTION OF MEDICATION ERRORS: A SYSTEMATIC REVIEW AND META-ANALYSIS 7) THE RELATIONSHIP BETWEEN WORKPLACE FRIENDSHIP, BURNOUT, AND WORK STRESS IN HEALTH INSTITUTIONS 8) SERVICE TRAINING PLANNING IN HEALTHCARE EMPLOYEES: EXAMPLE OF A UNIVERSITY HOSPITAL 	<ol style="list-style-type: none"> 1) A RESEARCH ON SOCIAL MEDIA USES AND INTELLECTUAL THINKING TENDENCIES OF STUDENTS OF HEALTH MANAGEMENT DEPARTMENT 2) A RESEARCH ON THE USE OF HOSPITAL STAFF'S MASS MESSAGE (WHATSAPP) GROUPS 3) SITUATIONS OF HEALTH WORKERS' EXPOSURE TO VERBAL AND PHYSICAL VIOLENCE: KIRKLARELI SAMPLE 4) HOW ORGANIZATIONAL PROCESSES SHAPE MANAGERS' ATTENTION? FINDINGS IN THE FRAMEWORK OF ATTENTION-BASED VIEW 5) INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTHY BEHAVIOR AND HEALTH SERVICE CONSUMPTION: A RESEARCH ON RATIONAL DRUG USE 6) THE RELATIONSHIP OF INTERNET ADDICTION AND DEPRESSION: AN APPLICATION ON UNIVERSITY STUDENTS 7) THE RELATIONSHIP BETWEEN MOTIVATION AND WORK QUALITY OF LIFE: AN ASSESSMENT IN TERMS OF MEDICAL SECRETARIES 8) CORRELATION BETWEEN SUBMISSIVE BEHAVIORS ALONG WITH ORGANIZATIONAL JUSTICE AND ORGANIZATIONAL CULTURE IN NURSES 9) THE RELATIONSHIP BETWEEN EMPLOYEE WELL-BEING AND WORKPLACE FRIENDSHIP 	<ol style="list-style-type: none"> 1) ASSESSMENT OF EFFICIENCY IN HEALTH INDICATORS OF G20 COUNTRIES BY STOCHASTIC FRONTIER ANALYSIS METHOD 2) OECD COUNTRIES AND IN TURKEY COMPUTED TOMOGRAPHY EFFECTS OF USE AND HEALTH SPENDING 3) ESTIMATING THE IMPACTS OF TOBACCO CONSUMPTION ON THE HEALTH EXPENDITURES IN TURKEY 4) HASTANE YÖNETİCİLERİNE GÖRE VERİMLİLİK KARNESİNİN HASTANE PERFORMANSINA ETKİSİ 5) COMPARISON OF HEALTHCARE TECHNOLOGY OF TURKEY AND ISRAEL 6) TURKEY'S HEALTH POLICIES FOR SYRIAN REFUGEE CRISIS 7) THE EFFECTS OF COVID-19 PANDEMIC ON SYRIAN REFUGEES IN TURKEY: THE CASE OF KİLİS 8) ARTIFICIAL INTELLIGENCE IN HEALTHCARE, HUMAN VS MACHINES 9) COVID-19 EXAMINATION OF TURKISH HEALTH SYSTEM 	<ol style="list-style-type: none"> 1) INVESTIGATION OF FOOD ADDICTION FROM PUBLIC HEALTH MANAGEMENT PERSPECTIVE 2) SOCIO-ECONOMIC PROBLEMS OF VISUALLY DISABLED 3) EVALUATION OF THE SITUATIONS AND PROBLEMS OF PHYSICIANS IN CREATING AWARENESS AND BEHAVIOR CHANGE FOR THE DETECTION AND REDUCTION OF DIABETES 4) INVESTIGATION OF NATURAL (226RA, 232TH AND 40K) AND ARTIFICIAL (137CS) RADIOACTIVITY CONCENTRATIONS OF KIRKPAVLI AND HAZINE MAĞARA ORE DEPOSITS (GÜMÜŞHANE) 5) ANALYSIS OF ENVIRONMENTAL AND HEALTH-RELATED CONCEPTS WITH N-GRAM METHOD 6) REASONS OF VISUAL DISABILITY: CATARACT, THE MOST IMPORTANT AVOIDABLE CAUSE 7) INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTHY LIFESTYLE BEHAVIOR OF HEALTH PROFESSIONALS AND USE OF HEALTH CARE SERVICES: A RESEARCH ON ATTITUDES FOR VACCINE APPLICATIONS 8) STUDY ON THE NATURAL AND ARTIFICIAL RADIOACTIVITY RISK OF THE AKTUTAN ALTERATION SITE (GÜMÜŞHANE) 9) THE EFFECT OF MINDFULNESS BASED STRESS REDUCTION PROGRAM ON THE QUALITY OF LIFE IN PATIENTS WITH BREAST CANCER: A SYSTEMATIC REVIEW
	Coffee Break	Coffee Break	Lunch	Coffee Break

10 JULY 2020 FRIDAY

DİJİTAL HALL - 2	09:00-10:30	Coffee Break	10:50-12:20	Lunch	14:00-15:30	Coffee Break	10:50-12:20
	11. Digital Session: Healthcare Management		12. Digital Session: COVID-19		13. Digital Session: COVID-19		14. Digital Session: Organizational Behavior
	Moderator: Dr. Mehmet YORULMAZ		Moderator: Prof. Dr. Haydar SUR		Moderator: Prof. Dr. Dilaver TENGİLİMOĞLU		Moderator: Prof. Dr. Hatice ULUSOY
	<ol style="list-style-type: none"> 1) SELÇUK ÜNİVERSİTESİ SAĞLIK YÖNETİMİ BÖLÜMÜ ÖĞRENCİLERİNİN SİBERKONDRİA VE DİJİTAL OKURYAZARLIK DÜZEYLERİ ÜZERİNE BİR ÇALIŞMA 2) CONCEPTUAL DEVELOPMENT ANALYSIS OF HEALTH TOURISM BASED ON “N-GRAM” 3) EVALUATION OF MANAGEMENT RESPONSIBILITIES AND COMPETENCIES IN LABORATORIES WITH TS EN ISO / IEC 17025 STANDARD ACCREDITATION 4) A STUDY ON THE COLLECTIVE TENDENCIES OF STUDENTS OF HEALTHCARE MANAGEMENT DEPARTMENT 5) TRAFFIC RULES VIOLATIONS OF 112 AMBULANCE DRIVERS AND MEASURES TAKEN 6) THE RELATIONSHIP BETWEEN ORGANIZATIONAL SUPPORT AND EMOTIONAL LABOR PERCEIVED BY HEALTHCARE PROFESSIONALS 7) POTENTIAL CONTRIBUTIONS OF INCREASING THE HEALTH LITERACY OF THE SOCIETY TO SERVICE EFFICIENCY 8) FUTURE OF HOSPITAL BASED HEALTH TECHNOLOGY ASSESSMENT IN TURKEY 		<ol style="list-style-type: none"> 1) CLINICAL FUNCTIONING OF RADIOLOGY CLINICS IN COVID-19 PANDEMIC PERIOD 2) CHANGES IN THE SURGICAL PROCESS AT NEUROSURGERY CLINICS DURING THE COVID-19 PANDEMIC PERIOD 3) ANXIETY AND DIFFICULTIES ENCOUNTERED BY ASSISTANT PHYSICIANS DURING COVID-19 PANDEMIC 4) HOPELESSNESS LEVELS OF VULNERABLE GROUPS DURING CORONAVIRUS PANDEMIC 5) THE ECONOMIC IMPACTS OF COVID-19 PANDEMIC ON NEUROSURGERY CLINICS 6) THE ANXIETY LEVELS OF CARDIOLOGISTS IN THE PROCESS OF THE COVID-19 PANDEMIC 7) COVID-19 AND ETHICS PROBLEMS: EVALUATION OF THE NEWS REFLECTED IN THE MEDIA WITH CONTENT ANALYSIS 8) INVESTIGATION OF HEALTH ANXIETIES ABOUT NEW CORONAVIRUS DISEASE (COVID-19) OF STUDENTS OF FACULTY OF HEALTH SCIENCES 		<ol style="list-style-type: none"> 1) PSYCHOLOGICAL TRACES OF THE CORONAVIRUS (COVID-19) OUTBREAK ON WOMEN LIVING IN TURKEY 2) THE OPINION OF OPHTHALMOLOGIES ON THE CHANGE OF EYE CLINICAL ACTIVITIES IN THE COVID-19 PANDEMIC PROCESS: A SURVEY STUDY 3) EVALUATION OF THE INDIVIDUAL VIEWS ON THE COVID 19 VIRUS OUTBREAK: IZMIR GUZELBAHCE EXAMPLE 4) THE ATTITUDE OF NEUROSURGERY CLINICS IN THE PROCESS OF NORMALIZATION AFTER COVID-19 PANDEMIC 5) AN EXAMINATION OF DISCUSSIONS ABOUT THE IMPLEMENTATION OF TRIAGE DURING COVID-19 PANDEMIC IN THE CONTEXT OF MEDICAL ETHICS 6) PULMONOLOGIST STRESS LEVELS IN COVID-19 PANDEMIC PROCESS AND PSYCHOLOGICAL RESOURCES TO COPE WITH STRESS: PSYCHOLOGICAL RESILIENCE, SELF-EFFICACY AND OPTIMISM 7) PSYCHOLOGICAL EFFECT OF COVID-19 PANDEMIC ON THE UNIVERSITY STUDENTS IN TURKEY 		<ol style="list-style-type: none"> 1) ANALYSIS OF CONSCIENTIOUS INTELLIGENCE LEVELS OF STUDENTS STUDYING AT THE FACULTY OF HEALTH SCIENCES OF A FOUNDATION UNIVERSITY 2) WORKPLACE BULLYING IN NURSING 3) INVESTIGATION OF INDIVIDUAL PERCEPTIONS AND BEHAVIORS DURING THE COVID-19 OUTBREAK 4) RELATIONSHIP BETWEEN GROUP DYNAMICS AND ORGANIZATIONAL PERFORMANCE 5) THE EVALUATION OF HEALTH EMPLOYEES' PERCEPTIONS FOR OCCUPATIONAL HEALTH AND SAFETY 6) THE RELATIONSHIP BETWEEN CLINICAL LEADERSHIP AND EMPLOYEE EFFICIENCY 7) ANALYSIS OF STUDENTS' COGNITIVE VIEWS ON HEALTH MANAGEMENT DEPARTMENT BY WORD ASSOCIATION TEST 8) INVESTIGATION OF MULTIDIMENSIONAL PERCEIVED SOCIAL SUPPORT AND CORONAVIRUS ANXIETY

10 JULY 2020 FRIDAY

DİGİTAL HALL - 3	09:00-10:30	Coffee Break	10:50-12:20	Lunch	14:00-15:30	Coffee Break	10:50-12:20
	5. Session:Kongre Kursu		6. Session:Kongre Kursu		7. Session: Kongre Kursu		8. Session: Kapanış Programı
			Mederatör: Doç. Dr. Yunus Emre ÖZTÜRK		Moderatör: Dr. Ali ARSLANOĞLU		
			Doç. Dr. Vahit Yiğit Hastane İşletmelerin Verimlilik ve Performans Analizi		Prof. Dr. Mahmut Akbolat Bilmsel Çalışmalarda Yol Analizi		

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HEALTHCARE MANAGEMENT

FROM THE VIEWPOINT OF DEONTOLOGY AND MEDICAL ETHICS PERSPECTIVE HOSPITAL ADMINISTRATION AND PATIENT/PHYSICIAN RELATIONSHIP

Running Head: Hospital Administration and Patient/Physician Relationship

Nesrin Cobanoğlu,¹

Management, defined as the manner of treating, directing, carrying on, or using, for a common purpose, has its unique functions and characteristic in a hospital environment. In health services, the fundamental object is the relationship between patient and the physician. The profession of medicine is one that has human being as the sole and main subject, changing constantly due to medical ethics and dynamic conditions, and looking for answers to open-ended questions. This structure is organized with deontological norms and medical ethics understanding. Hospital administration should be working towards an easy and better way of serving its clients. The purpose of this study was to study the autonomy of the physician – patient relationship and the effects of the hospital management on this autonomy in the light of concepts of medical ethics. Conflicts creating value problems between hospital management and the autonomy dimension of the patient – physician relationship are experienced

The subject matter of this study was essentially brought about, respectively, by such topics as the hospital management, the patient – physician relationship, the problem of autonomy in this relationship, the situation in Turkey as regards the effects of the hospital management on the autonomy of the relationship. Combined with the widespread entry of women into the labor force, an aging population, and minimal assistance for high quality long-term care at the end of life, these economic and social conditions raise a set of difficult policy questions for health services planning. The basic concepts of the topic have been defined, and discussed from the viewpoint of a philosophical, critical – semantically approach.

Medicine is a profession which has traditionally had an autonomy defended by its very nature. It is a specific profession with man constituting both its subject and object; and whose moral problems cannot be conceived within the narrow normative limits of deontology, but which should be questioned by moral philosophy seeking answers to open – ended questions in accordance with the changing circumstances and in a background of “probabilities”. The basic purpose of clinical / therapeutic medicine is the healing of patients. Hospitals are institutions which have been set up to this and, where diagnostic, therapeutic and patient care services are given. As a result, hospital management is a specific, differentiated subset of the set of management generally speaking. As a system, hospital management must have such related activities as planning, structuring, application and control. When the study the hospital management in the light of a philosophical methodology and asking its three questions, namely, “What?”, “Why?”, and “How?”, it should be organised in accordance with its aim of providing a co-ordination which would make the therapy and care services of the hospital easily accessible. The significant point here which should be taken into account is that the hospital management is not aim in itself in such a context but a means to the betterment and upgrading of the related services within the limits of the possibilities available, and from the viewpoint of both the receives and providers of healthcare.

While there is, on the one hand, an effort to enlarge the scope and the limits of the autonomy of both the physician and the patient, thanks to the concepts of human rights and patient rights evolving in our time, the hospital management tends to limit the autonomy of the patient – physician relationship as a whole. And whereas the autonomy of this relationship has been on the agenda as a problem, this issue has not been elaborated, so far as we have observed, from a conceptual standpoint. ‘Autonomy’ is above all a legal concept which has first been used in the context of communities, and then in that of individuals. It is thus the ability and capacity of an individual or a community to make his/its own decisions and act in

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accordance with these freely and independently. Understandably, patients and physicians do have autonomies as individuals. In the medical context, the patient's autonomy signifies the applied counterpart of the respect for an individual's autonomy which leads to enlightened consent. There has been a discussion on the role of these concepts in medical practise for about two decades ([Gillon, 1985];[Vaccarino, 1978]). In the context of the present work, the concept of the autonomy of the patient – physician relationship itself is discussed as an original idea, and beyond that of the individuals concerned.

A relationship is, in general terms a process of communication that develops reciprocally in a given period of time, leading to change. As a subset among all the man – to man communications, the physician – patient relationship is an original one with different dimensions. This relationship is brought about as a result of the concept of disease, in which the physician's medical knowledge has a significant role whereby he/she has an important influence on the patient. Autonomy exists in this relationship which is independent from the autonomies of patient and the doctor considered singly. The conditions of the autonomy of this relationship are created by the action to be jointly actualised preceding a decision which has been jointly made due to the mutual Cupertino of two persons capable of thinking freely and independently. Here, the difference in degree of the autonomies of the two individuals concerned would have an influence on the shaping of type if the relationship, but the relationship has an autonomous area of its own which is independent from their own, single area of autonomy. On the other hand, it would be rather difficult to speak of the relationship in which the patient and/or the physicians no individual autonomy of their own.

The hospital management in our contemporary world has the responsibility of controlling and upgrading the quality of the service presented in the course of the physician- patient relationship which has shown a great change as a result of the contemporary scientific – technical developments in medicine. However, the control involved here must have a balance in connection with the autonomy dimension if the patient – physician relationship. To be sure, it is vain to expect of an “absolute autonomy” in any area of human life. And this is why the physician – patient relationship in the hospital environment would have its limits drawn by the hospital management. This must be realised, however, in accordance with the aims of the institution, and medicine in general, with its rationales being given, and according to impersonal standard methods. Thus, by way of a management strategy in hospitals, it will be pertinent to apply the principles of the total Quality Control.

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EVALUATION OF THESES MADE IN THE FIELD OF HEALTH MANAGEMENT IN TERMS OF THE PROPOSALS GIVEN TO THE RESEARCHERS

Kerime GÜLEC [1]
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ABSTRACT

Problem of Research: Healthcare organizations are structures that have economic and social goals as well as they are medical institutions. The field of health management is explored in various ways by researchers and academicians from many fields because of the disciplined nature of healthcare organizations due to their health and economic-administrative sciences. One of these research ways is the research done at the postgraduate thesis level. Postgraduate theses show an important feature of the literature in the field of health management and provide important information about the level of development of the literature.

Purpose of the Study: In this study, it is aimed to evaluate the suggestions given to the researchers by the graduate theses completed in the field of Health Management with a holistic perspective and to bring a new perspective to the studies to be carried out.

Method: Postgraduate theses forming the subject of the research were obtained as a result of the screening conducted in the national thesis center (<http://tez2.yok.gov.tr/>). When the postgraduate theses in the Electronic Thesis Archive of the Higher Education Institution were examined, it was found that a total of 785 postgraduate theses were written in the field of health management in the 23-year period in 1997-2020. 76 of these theses are doctoral theses and 709 are master theses. This study is limited to 100 (90 master's theses and 10 doctoral theses) graduate theses that have been completed in the field of health management in 2019. In the classification made according to the suggestions given to the researchers, the suggestions and conclusion parts were taken into consideration. The recommendations were evaluated in five categories: managers, employees, policy makers, researchers and other stakeholders.

Findings: Highlights of the recommendations of the graduate thesis completed in 2019 in the field of health care management in Turkey; some suggestions have been made that innovative methods should be found, that it may be more guiding and enlightening about the validity of the results obtained by increasing the number of studies similar to the studies conducted or expanding the area to be studied, that scientific cooperation is necessary, that different techniques can be used in the studies, and the number of experts whose opinions are consulted can be differentiated in terms of number and quality, that the analyzes made in the field of health are developing and studies can be carried out with developing analysis techniques, and that the application of the same scales in different health institutions will provide a wider perspective to the sector.

At the end of the study, developments and trends in the field, areas that are missing or new to be studied were determined in line with the suggestions and inferences are tried to be made.

Keywords: Management, Health Management, Health Management Education, Graduate Thesis, Higher Education Council Thesis Center

Presentation Language: Turkish

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AN INVESTIGATION ON THE CONCEPT OF TRIAGE IN DISASTER AND EMERGENCIES: DESCRIPTION, TAKING ETHICAL DECISIONS

Hacer CANATAN [1]

ABSTRACT

Problem of Research: When extraordinary events take place, all the rescuers and health professionals who take part in minimizing injuries and deaths depending on the disasters and emergencies have great duties. Disaster triage decision is a vital application to save human life, which must be done quickly, effectively and with the highest benefit focus, using the right methods. Ethical decision-making and ethical dilemma problems may occur during disasters. The effectiveness of disaster triage services has been specified for all disaster workers.

Purpose of the Study: In this study, it is aimed to present suggestions for all rescuers and health professionals who have to perform triage in the event of disasters and emergencies, regarding how to make ethical decisions and cope with the ethical dilemmas they experience.

Method: This study was carried out by reviewing documents from electronic databases and printed sources based on national / international reports and national document analysis and previously published sources. This is a document analysis study based on a review of reports

Findings: In disasters, basic medical resources and healthcare professionals to respond are limited, therefore, it is important to apply triage in disasters in order to reduce the mortality and morbidity that can be prevented. It is a fact that the level of ethical knowledge of health professionals in disaster triage has an effect on making the decision of triage. It is inevitable that they fall into ethical dilemmas due to various factors during triage. In this section, examples from studies in our country and from world literature will be presented. At the end of the research, substantive suggestions will be made.

Keywords: Disaster Management, Triage, Ethics, Emergency,

Presentation Language: Turkish

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THE RELATIONSHIP BETWEEN INDEPENDENCE IN ACTIVITIES OF DAILY LIVING AND LIFE SATISFACTIONS IN GERIATRICS

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ABSTRACT

Problem of the Research: The relationship between independence in daily life activities and life satisfaction in geriatric individuals

Purpose of the Study: The purpose of this study is to determine the relationship between activities of Daily living and life satisfaction by using Nottingham Extended Activities of Daily Living Scale (NEADLS) and The Satisfaction with Life Scale in geriatric individuals.

Method: 171 geriatric people participated in the study. The demographic information form developed by the researchers, NEADLS and The Satisfaction with Life Scale were used to collect the data. The NEADLS scale was developed by Nouri and Lincoln in 1987. Its validity and reliability in Turkish was made by Şahin in 2008. The Cronbach alpha coefficient was calculated as .97. It consists of 22 questions. The Satisfaction with Life Scale was developed in 1985 by Diener, Emmons, Larsen and Griffin. Its validity and reliability in Turkish was made by Şimsek in 2011 and Cronbach alpha coefficient was calculated as .87. The Satisfaction with Life Scale consists of 9 questions. The questionnaires were collected through face-to-face survey method. The collected data were evaluated in the SPSS 20 program. Descriptive statistics, independent t-test, one-way analysis of variance and correlation analysis were performed on the collected data.

Findings: It was determined that there was a positive, moderate and statistically significant relationship between NEADLS scale scores and The Satisfaction with Life Scale scale scores ($r=0,541/ p<0,01$). In other words, it was determined that life satisfaction increased in direct proportion to independence of geriatric individuals in their daily activities. It was concluded that the scores differ in terms of sociodemographic variables.

Conclusion: The level of independence in basic and instrumental daily life activities should be evaluated in detail in order to increase life satisfaction in rehabilitation program for elderly people.

Keywords: Geriatrics, Occupational Therapy, Activities of Daily Living, Life Satisfaction

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PATIENT SATISFACTION SURVEY IN CITY HOSPITAL: A CASE OF ISPARTA

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Deniz GÜNEŞ [4]

ABSTRACT

Problem of Research: Patient satisfaction is an important issue in terms of quality and performance of healthcare organizations. In this study, the patient satisfaction levels of city hospitals, which became the main topic of conversation within the scope of the Health Transformation Program and which were built with a public private partnership model, were examined.

Purpose of the Study: The aim of this study is to determine the patient satisfaction level of Isparta City Hospital and to determine the relationship between the demographic characteristics of the participants and the physical environment, general satisfaction, personnel satisfaction and time sub-dimensions towards the level of patient satisfaction.

Method: The sample of the study consists of 275 participants who received service from the city hospital in Isparta. The patient satisfaction survey used by Gökkaya, Izgüden and Erdem (2018) was used as data collection tool in the study. The reliability co-efficient of the study was calculated as Cronbach's alpha 0,930. The data that obtained in the study were analyzed with SPSS Statistics 22 program. As a result of the normality test, "t Test" and "ANOVA Test", which are among the parametric tests, were used.

Findings: Patient satisfaction, physical environment, general satisfaction, personnel satisfaction and time were examined in four different dimensions. Participants stated that they are satisfied with the city hospital in terms of general satisfaction, personnel satisfaction and physical environment satisfaction. However, the participants are undecided in terms of time dimension. Particularly, it was observed that the participants are satisfied with the cleaning, hygiene and the new and spacious building. On the other hand, factors such as waiting time, confusion and size of in-hospital, inadequate information and parking lot were found to be factors that reduce patient satisfaction.

Keywords: Public Private Partnership, City Hospitals, Patient Satisfaction

Presentation Language: English

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Oturum 1. Oturum: Healthcare Management
Oturum Başkanı Doç. Dr. Gökçe Demir

Sunum Günü 09 Temmuz 2020
Sunum Saati 11:20-12:50

**MEASUREMENT OF THE EFFECTS OF BUSINESS INTELLIGENCE
APPLICATIONS ON PERFORMANCE IN HOSPITALS ACCORDING TO THE
MANAGERIAL LEVELS: A CHAIN HOSPITAL APPLICATION**

Mustafa IŞIK [1]

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ABSTRACT

Problem of the Research: Hospitals are matrix and complex organizations with many areas of expertise. In hospitals, multi-modular and integrated systems that can have multiple software and databases provide support in the execution of business processes within this complex organizational structure. Getting the right data at the right time for decision support purposes is often an important problem. In overcoming these problems, the problem of the research is what the contribution of integrated business intelligence applications solutions can be in decision-making stages from all levels of management.

Purpose of the research: This research was conducted to investigate the effect of business intelligence reporting practices on performance according to managerial levels in hospital management systems. The research is a study conducted to measure the effect of business intelligence practices on performance in a chain hospital group that uses business intelligence in connection with the ERP (Enterprise Resource Planning) system with the highest number of hospitals in Turkey. The questionnaire study was conducted on 383 people. In this context, BI (Business Intelligence) architecture has been examined with all its components and information has been given about the benefits it provides to the enterprises. In the application developed as an example, a data warehouse modeling in accordance with the information required by the top management in hospitals, preparation of analyses, creation of presentation layer and presentation of the prepared analyses and reports on the control table were carried out.

Material &Method: The universe of the research is composed of people who have the authority and access to use BI at MLP care group for this study. The number of authorized people on the ERP system was 591 and 65% of them have filled out the requested survey. 231 was our minimum number and for increasing the reliability we have modified our number of samples to 383. So 383 samples were reached to strengthen the validity and the reliability of the survey. In this sample range, it was also aimed to compare the performance impact between senior, intermediate and operational level managers.

Conclusion: As a result of the research, it was determined that corporate business intelligence application screens at all types of managerial levels have a positive and significant effect on measurable performance indicators. In this context, when businesses monitor and control their operational activities through corporate business intelligence, it has been concluded that performance indicators provide less time loss, high reliability, integrated data, quality and accurate valuation advantages in the evaluation process. In the research, it was observed that the effect of performance results of operational managers' business intelligence applications from management levels was higher than that of senior and middle level managers.

Keywords: Business Intelligence, Big Data, Corporate Performance Management, Hospital Information Management Systems, Data Analysis

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Oturum 1. Oturum: Healthcare Management

Oturum Başkanı Doç. Dr. Gökçe Demir

Sunum Günü 09 Temmuz 2020

Sunum Saati 11:20-12:50

THE IMPACT OF PERCEIVED SOCIAL SUPPORT ON PERCEPTION OF HEALTH STATUS IN ISPARTA

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Alihan GÖKSEL [3]

ABSTRACT

The Problem of the Study: What is the sense of social support and health perception and the relationship between them is examined.

The Purpose of the Study: The aim of this study is to determine whether the perceived social support level in Isparta has an effect on health perception.

Method: The population of the study consists of individuals who is over 18 in Isparta city center. The study reached 399 people. In this study, The Multidimensional Perceived Social Support Scale consisting of 12 expressions and developed by Zimet et al. (1988), adapted to Turkish by Eker and Arkar (1995) as a data tool and Health Perception Scale consisting of 15 expressions developed by Diamond et al. (2007) adapted to Turkish by Kadioğlu and Yıldız (2012) was used. The data obtained were transferred to the computer environment, the frequency, percentage and arithmetic averages were taken and the interactions between the variables were analyzed by correlation and regression analysis.

Findings and Results: Participants' social support perception and social support perception dimensions (friend, private person, family) are above the midpoint of 3. It was concluded that they received the most social support from the family dimension. Among the dimensions of the health perception scale (center of control, certainty, the importance of health, self-awareness), the perception of the importance of health and self-awareness dimensions are above 3. They think that the participants think about their health, care and whether they are healthy or not. While there is a meaningful and positive relationship between the care of the participants who receive support from a private person, there is a strong and positive relationship between the care of the participants who support the family. Finally, it was determined that family support dimension, which is one of the social support dimensions, has a significant and positive effect on the importance of health from the dimensions of health perception. It was observed that people who received support from their families gave more importance to their health.

Key Words: Perception of Health, Perceived Social Support, Family, Importance of Health, Self Awareness

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EVALUATION OF THE EFFECTS OF VALUE-BASED PURCHASING APPLICATIONS ON COST AND EFFICIENCY

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Emel GÜMÜŞ [2]
Ece UYSAL KASAP [3]

ABSTRACT

Problem of Research: The importance and effectiveness of value-based procurement comes to the forefront in terms of taking the studies based on value-based cost approach as the basis of the use of medicinal products and drugs, which constitute an important cost item in hospitals, and in particular to understand that the only factor in procurement is not price.

Purpose of the Study: The main purpose of this study is to show the applicability of cost effectiveness and efficiency studies in medical supply chain management in hospitals by carrying out studies on value based procurement applications within the scope of value based health services.

Method: This is a compilation study.

Findings: The ‘non-price element’ article is included in the Public Procurement Law, the main obstacle to value-based price implementation is the basis of the ceiling price procedure in the SUT (Health Implementation Communiqué). Calculating the actual cost and making decisions based on this account should be of priority. In order to avoid unpredictable cost risk, rational purchasing techniques will need to be applied. When we think that reimbursement systems have recently focused on materials and drug use and how they can reduce these costs, it is a fact that value-based payments will come to the fore in the coming period and many products will not be paid.

In this context, when evaluating value-based health services, it is necessary to evaluate the issue from a value-based perspective in all processes of the procurement and medical supply management chain and to ensure that decisions are made taking into consideration the side costs that may occur. In the value-based purchasing approach, patient benefit, efficiency and innovative initiatives should be at the forefront. The correct realization of the results of these perspectives will be possible with the acquisition of a sustainable value-based purchasing approach. With this approach, medical supply chain processes should be considered as strategic basic processes, not as operational support processes.

Keywords: Value-Based Purchasing, Productivity, Cost Effectiveness, Medical Supply Management

Presentation Language: Turkish

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SOCIAL MEDIA USE OF THE MINISTRY OF HEALTH: INVESTIGATION OF OFFICIAL TWITTER ACCOUNTS

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ABSTRACT

Problem of Research: Among social media tools, Twitter stands out with its more meaningful sharing and more question-and-answer interaction than others. Therefore, Twitter is an environment where the public can easily follow official posts about health and health policies. For these reasons, the use of tweets and the content of the tweets of the health ministries are important in terms of public relations activities in health.

Purpose of the Study: With this study, it is aimed to determine how, for what purposes and to what extent they use the official twitter accounts of the ministries of health within the scope of social media use evaluated within the scope of public relations activities in health.

Method: In this study, official Twitter addresses of the health ministries of 7 countries (Turkey, UK, USA, Mexico, Korea, Australia and South Africa) selected from different continents from OECD countries were examined. The research is limited to one month between the dates of 1-31 December 2019 and the last 100 tweets. The official Twitter accounts of the Ministries of Health were examined in terms of membership duration, number of followers, number of followers, number of Tweet / Retweets, media and likes. Tweets analyzed within the scope of the research were analyzed by categorical analysis technique, which is one of the content analysis types. Ministry Tweets examined within the scope of the research, according to the meanings they contain; It is categorized as “agenda, news, action, meeting, celebration, information, visit, announcement, condolence, thanks, wishes and wishes”.

Findings: As a result of the research, the membership period of the countries' Ministry of Health varies between 8-11 years. Follow the terms of the number of accounts, Turkey is ranked last. And it follows the accounts of the President, the Minister of Health and other ministries. In terms of number of followers, respectively, Mexico, Turkey and the UK stands out. When the number of tweets is examined, it is seen that Mexico stands out with 10 Tweets per day. It is noteworthy that the USA tweeted only one every four days on average. As a result of categorical content analysis, Tweets are generally; It has been determined that it is about information, announcements, meetings and actions.

Keywords: Social Media, Ministries of Health, Twitter, Health Communication, Public Relations

Presentation Language: Turkish

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GİRİŞ

Günümüzde gerçekleşen teknolojik gelişmeler ve özellikle internet teknolojisindeki ilerlemeler ile birlikte yaşanan değişim, iletişim teknolojilerinde de kendini göstermektedir. Bu süreçte çeşitli internet ve medya platformları insanlar arası iletişimde yaygınlık kazanmış, kişisel iletişimin yanı sıra kitlesel iletişimde de yeni bir kültür oluşmuştur. Bu kültürün bir parçası olan sosyal medya araçları sanal bir alan oluşturarak farklı kesimlerden pek çok insanın iletişim, kendini ifade etme, bilgi edinme, haberleşme gibi ihtiyaçlarını karşıladığı interaktif bir ortam sağlamaktadır.

90'lı yılların başında daha edilgen bir yapı olarak hayatımıza giren internet teknolojisi, yaygınlaşarak büyümüş, etkileşim ihtiyacı ile hızla gelişerek bilgiyi tüketen kullanıcının, bilgiyi oluşturan bir topluluğa dönüşmesini sağlamıştır. İnternet sitelerinin içerikleri, site sahiplerinin belirlediği yapılar olmaktan çıkarak zamanla tüm kullanıcıların ortak katılımına imkân sağlayan internet siteleri oluşmaya başlamıştır. İkinci nesil internet hizmetleri olarak ifade edilen, internet kullanıcılarının ortaklaşa ve paylaşarak yarattığı bu sistem içinde toplumsal iletişim siteleri ve iletişim araçları, Web 2.0 olarak tanımlanmıştır. İnternet kullanıcıları ile web sitesi arasında etkileşim sağlayan Web 2.0 ile beraber gelişen sosyal medya, çevrimiçi bir alan oluşturarak kişilerin birbirleri ile konuştukları, ortak ilgi alanları olan kullanıcıların bir araya gelerek görüşlerini, düşüncelerini, yorumlarını paylaştıkları bir alan haline gelmiştir. Bu tarz ikinci nesil internet hizmetlerini ise bloglar, mikrobloglar, Facebook, Twitter gibi sosyal ağlar ile fotoğraf ve video paylaşım siteleri oluşturmaktadır (Kayabalı, 2011: 15).

Kişi ve kurumlar, gerçekleştirdikleri günlük faaliyetleri ile ilgili konuşmak, bilgi aramak ya da bilgi vermek amacıyla mikroblog kullanmaktadır. Twitter, kullanıcıların içinde buldukları durumlar ile ilgili mesajlarını herkese açık olarak veya bir sosyal ağ içinde kolayca paylaşmalarını sağlayan bir mikroblog ve sosyal medya uygulamasıdır. Kullanıcıların düşünceleriyle ilgili paylaşmak istedikleri güncellemeleri veya yayınları belirli sayıda yazı karakteri ile sınırlayarak kısa bir şekilde yapmasına olanak sağlar. Konular, günlük yaşamdan güncel olaylara, haberlere ve diğer ilgi alanlarına kadar uzanır. Bu tarz mikrobloglar kısa gönderilere olanak sağlayarak kullanıcıların düşüncelerini anında paylaşmaları için fırsat sunar ve içerik üretimi için zaman ihtiyacını ortadan kaldırarak iletişim sürecini hızlandırır (Java vd., 2007: 56-57). Twitter, kişiler arası etkileşimin yüksek olduğu bir platformdur. İçerik açısından anlık mesajlaşmaya benzer ancak daha dinamiktir. Kurumsal bir ortamda bilgi yaymak, kritik durumlarda insan grupları arasında iletişim sağlamak, fikirleri paylaşmak ve faaliyetleri koordine etmek amacıyla da kullanılabilir (Honey ve Herring, 2009: 1).

2000'li yıllardan günümüze yaygınlık kazanan sosyal medya platformları, günlük yaşamın akışını etkilemekle beraber kurumsal yapıları ve iş rutinlerini, insanların ve kurumların resmi olmayan etkileşimlerini etkilemektedir. Milyonlarca aktif kullanıcısı olan Facebook ve Twitter gibi hızla büyüyen sosyal medya uygulamaları özellikle kamu iletişimine hızla nüfuz etmekte, medya sistemlerinin yapısını etkilemektedir (Dijck ve Poell, 2013: 3).

Kuruluşlar sosyal medya aracılığıyla kendi hedef kitlelerinin yanında yeni ve daha farklı hedef kitlelere ulaşma imkânı sağlar. İşletmeler böylece zaman ve maliyet açısından yeni fırsatlar elde etmektedir. Gelişen sosyal ağ sitelerinin halkla ilişkiler amaçlı kullanımı da kurumlar için önemli bir faktördür (Yeniçifti, 2016: 92). Kurumlar, hedef kitleleriyle iletişimlerini kolaylaştırmak, hızlı ve daha interaktif bir iletişim kurabilmek için web sitelerine yatırım yapmakta (Saran, 2005: 61) sosyal medya uygulamalarına ve bu uygulamalar üzerindeki faaliyetlerine önem vermektedir.

Sosyal medya aynı zamanda önemli bir sağlık enformasyon kaynağıdır. Sağlık enformasyonu, muhtemel sağlık risklerini tespit etme, yeni tedavi teknikleri ile ilgili ve sağlık risklerini azaltma stratejileri ile ilgili sağlık hizmeti sağlayıcılarını ve kamuoyunu eğitmek için gereklidir. Sağlık eğitimi ve sağlığı geliştirme ile sosyal medya arasında bağımlı ilişki vardır (Şener ve Samur, 2013: 510). Sağlıkla ilgili konularda sosyal medya, kişiler ve sektör temsilcileri için önemli bir araçtır. Sağlık profesyonelleri ve hastalar, tıbbi bilgilere daha hızlı ve kolay bir şekilde ulaşabilmek için internet ve sosyal medyayı kullanmaktadır. Bu sebeple doğru bilgiye ulaşmak ve edinilen bilginin güncelliği halk sağlığı açısından önem kazanmaktadır. Sağlık ile ilgili konularda internet ve sosyal medya ile birlikte toplumun bilinçlenmesi, hizmet kalitesinin artırılması, bakım hizmetlerinin iyileştirilmesi, salgın gibi durumların önceden tahmin edilmesi, toplumsal sağlığın geliştirilmesi ve daha pek çok konu hızlı ve kolay bir şekilde incelenebilmektedir. Bunun yanında kişiler, etkileşim içinde olduğu diğer kişi ve grupların davranış, düşünce, tecrübe ve kararlarından oldukça etkilenmektedir. Tavsiye almak özellikle sağlık sektörü için önemli bir faktördür. Sosyal medya platformları bu sebeple sağlık alanında faaliyet gösteren kurumlara ve sektör temsilcilerine hasta ilişkileri yönetimi, itibar yönetimi ve tutundurma gibi faaliyetler için yeni fırsatlar sunmaktadır (Tosyalı ve Sütçü, 2016: 5-6).

Tüm bu özellikler sebebiyle son yıllarda pek çok resmi kurum gibi Sağlık Bakanlıkları da halkı faaliyetleri hakkında bilgilendirmek, gündeme dair paylaşımlarda bulunmak ve halk ile iletişim kurmak için Twitter uygulamasını tercih etmektedir. Twitter diğer sosyal medya uygulamalarından farklı olarak paylaşılan gönderi (tweet) hakkında diğer kullanıcıların "yorum" yapmalarına, "beğeni" ile kullanıcıların paylaşımına katıldıklarını ifade etmelerine ve beğenilen paylaşımı kendilerine ait sayfalarında paylaşmalarına (retweet) olanak sağlamaktadır. Dolayısıyla Twitter, halkın sağlık ve sağlık politikalarıyla ilgili resmi paylaşımları kolaylıkla takip edebileceği,

düşüncelerini direk ifade edebileceği bir ortam olmaktadır. Bu sebeplerle sağlıkta halkla ilişkiler faaliyetleri açısından sağlık bakanlıklarının Twitter kullanımı ve tweetlerinin içerikleri önemli bir hal almaktadır.

YÖNTEM

Bu araştırma OECD ülkelerinin Twitter adresleri ve attıkları tweetlerin incelendiği ikincil verilerden yararlanılan nitel bir araştırmadır. Hali hazırda önceden ortaya çıkmış, kamunun kullanımına ve analizine açık durumda olan verilerin kullanıldığı, hazır verilere dayanan, genellikle internet kaynaklarının kullanıldığı araştırmaları ikincil veri araştırmaları olarak değerlendirilmektedir (Yıldırım ve Şimşek, 2016: 225). Araştırma kapsamında olasılığa dayalı olmayan örnekleme türlerinden kasti (kararsal) örnekleme tercih edilmiştir. Bu örnekleme çeşidinde, örnekleme dahil edilecek elemanlar araştırmacının problemine cevap bulacağını düşündüğü katılımcılardan oluşur (Altunışık vd., 2012: 142). Bu kapsamda, OECD ülkeleri içerisinde, her kıtadan bir ülke olacak şekilde “Türkiye, İngiltere, ABD, Meksika, Kore, Avusturalya ve Güney Afrika” ülkelerinin Sağlık Bakanlıklarının resmi Twitter hesapları örnekleme dâhil edilmiştir. Araştırmanın kapsamına, zaman kısıtı dikkate alınarak 1-31 Aralık 2019 tarihleri arasındaki bir aylık sürede atılan son 100 tweet alınmıştır.

Elde edilen tweetler nitel analiz türlerinden biri olan içerik analizine tabi tutulmuştur. Nitel içerik analizi, genellikle gözlemlere dayanır ve yapılan gözlem sonucu tespit edilen metin ya da görsel türü materyallerde bulunan terim ve ifadelerin tespit edilmesi daha sonra kategorilere ayrılması şeklinde kurgulanmaktadır (Demir, 2014: 310). Bu araştırma kapsamında; 7 ülke sağlık bakanlığının resmi Twitter profilleri ve 559 Tweet incelenmiş, “*Haber, İcraat, Toplantı, Kutlama, Bilgilendirme, Duyuru, Dilek/Temenni*” kategorileri ve bu kategorileri oluşturan alt kategoriler tespit edilmiştir. Excell programı üzerinde, sağlık bakanlıklarının “*Twitter üyelik süreleri, Tweet/Retweet, beğeni, yorum sayıları, takipçi ve takip edilen sayıları, gönderi türü, gönderi kapsamı ve gönderi içeriği başlığı altında kategorilerin*” girildiği veri seti oluşturulmuştur. Veriler SPSS programına aktarılarak frekanslarına bakılmış, karşılaştırmalar ve yorumlamalar yapılmıştır.

BULGULAR

Sağlık Bakanlıklarının Twitter Kullanımı

Araştırma kapsamına alınmış olan ülkelerin toplam Twitter kullanıcı sayısı, Sağlık Bakanlıklarının Twitter hesaplarının; üyelik süresi, takip edilen ve takipçi sayısı, tweet ve retweet sayısı, medya paylaşımları ve paylaşımlarının aldığı beğeni sayısı incelenmiştir.

Tablo 1. Sağlık Bakanlıklarının Twitter Kullanımı

Ülkeler	Twitter Kullanıcı Sayısı	Üyelik Süresi	Takip Edilen Sayısı	Takipçi Sayısı	Tweet /Retweet	Medya	Beğeni
Türkiye	9.000.000	8	16	528.000	16.000	5.308	376
ABD	47.050.000	8	134	5.587	741	17	6
İngiltere	13.600.000	11	783	273.307	10.400	1.912	1.773
Avusturalya	2.560.000	10	129	47.323	14.400	6.867	180
G. Kore	4.390.000	11	65.319	67.733	13.700	4.501	2.393
Meksika	7.220.000	10	196	589.672	40.000	23.100	3.884
G. Afrika	1.670.000	9	1376	63.668	12.100	3.221	908

Not: Veriler 2020 Ocak ayında toplanmıştır.

Araştırma kapsamına alınmış olan ülkelerden en çok Twitter kullanıcısı ABD ve İngiltere’de bulunurken en az kullanıcı sayısı Avusturya ve G. Afrika’da bulunmaktadır. Nüfusa göre Twitter kullanıcı sayısı incelendiğinde sırasıyla; İngiltere (5), ABD (7), Avusturya (9), Türkiye (9), Güney Kore (12), Meksika (18) ve Güney Afrika (34) . İngiltere’de her 5 kişiden biri Twitter kullanırken Güney Afrika’da her 34 kişiden biri Twitter kullanmaktadır. Türkiye’de ise her 9 kişiden biri Twitter kullanıcısıdır. Artan kullanıcı sayısı nedeniyle Twitter, kamu kurumlarının paydaşlarıyla iletişim kurmasına ve faaliyetleriyle ilgili bilgi vermesine olanak sağlayan önemli bir araç haline gelmiştir. Twitter’ın önemini fark eden ve kendi amaçları doğrultusunda etkili bir şekilde kullanan kamu kurumlarından biri de Sağlık Bakanlıklarıdır. Araştırma kapsamındaki ülkelerin Sağlık Bakanlıkları 2008 yılından itibaren diğer bir ifadeyle 8 yıl ve daha uzun süreli olmak üzere resmi Twitter adresi kullanmaktadır.

Takip edilen hesap sayıları incelendiğinde en az sayının Türkiye Cumhuriyeti Sağlık Bakanlığı’nın olduğu tespit edilmiş olup takip edilen 16 adresin ise Cumhurbaşkanı, Sağlık Bakanı ve diğer bakanlıklar olduğu görülmüştür. Güney Kore Sağlık Bakanlığı 65.319 hesabı takip etmektedir ve bu anlamda örnekleme en fazla takip eden bakanlık olmuştur. Takipçi sayıları açısından incelendiğinde en çok takipçi sayısı sırasıyla Meksika, Türkiye ve İngiltere’nindir. Atılan tweet sayısı incelendiğinde, Meksika’nın günde 10, diğer ülkelerin günde 3 ve ABD’nin ise

dört günde bir tweet attığı görülmektedir. Medya paylaşım sayısı incelendiğinde, ABD'nin 43 tweetten biri medya olurken diğer ülkelerin ise ortalama 3 tweetten biri medyadır. Bakanlıkların beğendiği paylaşım sayısı incelendiğinde; en az beğeni ABD (6), Avusturalya (180) ve Türkiye'ye (376), en fazla beğeni ise Meksika'ya (3.884) aittir. En az medya paylaşımı yapan ve en az beğeni yapan bakanlık ise, ABD Sağlık Bakanlığı'dır.

Sağlık Bakanlıkları Tweetlerinin Etkileşimleri

Tweetleri, beğenmek, yorum ve retweet yapmak sadece yeni kitlelere mesaj göndermek değil, aynı zamanda başkalarını doğrulamak ve onlarla etkileşimde bulunmaktır (Boyd vd., 2010: 1). Bu bağlamda Sağlık Bakanlıklarının tweetlerinin etkileşimleri; beğeni, yorum ve retweet sayıları açısından değerlendirmesi Tablo 2'de yer almaktadır.

Tablo 2. Sağlık Bakanlıklarının Tweetlerinin Etkileşim Sayıları

Ülkeler	Tweet Sayısı	Tweet Başına Düşen Beğeni Sayısı	Tweet Başına Düşen Yorum Sayısı	Tweet Başına Düşen Retweet Sayısı
Türkiye	58	233,26	14,88	152,45
ABD	100	38,75	1,77	32,81
İngiltere	56	42,48	9,36	22,41
Avusturalya	100	4,63	0,37	4,52
G. Kore	100	17,06	0,94	14,21
Meksika	100	29,53	2,64	19,57
G. Afrika	45	8,56	0,53	3,93

Veriler 2019 Aralık ayında atılan 100 tweetle sınırlandırılmıştır. Retweetler araştırma kapsamına alınmamıştır. Araştırma kapsamında toplam 559 tweet analiz edilmiştir. Bir aylık süreçte en az tweet atan Sağlık Bakanlıkları sırasıyla G. Afrika, İngiltere ve Türkiye'dir. Atılan tweetlerin almış oldukları etkileşim; tweet başına düşen beğeni, yorum ve retweet sayıları dikkate alınarak değerlendirilmiştir. Sağlık Bakanlıkları tarafından atılan tweetlerin yaratmış olduğu etkileşim açısından incelendiğinde en fazla beğeni, yorum ve retweet sayısı Türkiye'nindir. En az etkileşim ise G. Kore ve G. Afrika Sağlık Bakanlıklarındır.

Sağlık Bakanlıkları Tweetlerinin Türü

Twitter, kullanıcılarının mesajlarını metin, görsel, metin + görsel ve metin + URL şeklinde göndermesine izin vermektedir. Sağlık Bakanlıklarının tweetleri tür açısından değerlendirilmiştir.

Tablo 3. Sağlık Bakanlıklarının Tweetlerinin Türü

Ülkeler	Metin		Görsel		Metin + Görsel		Metin + URL		Toplam	
	n	%	n	%	n	%	n	%	n	%
Türkiye	4	6,9	0	0	48	82,8	6	10,3	58	100
ABD	0	0	0	0	56	56	44	44	100	100
İngiltere	0	0	0	0	47	83,9	9	16,1	56	100
Avusturalya	0	0	0	0	23	23	77	77	100	100
G. Kore	0	0	30	30	33	33	37	37	100	100
Meksika	0	0	1	1	57	57	42	42	100	100
G. Afrika	1	2,2	0	0	44	97,8	0	0	45	100
Toplam	5	0,9	31	5,5	308	55,1	215	38,5	559	100

Sağlık Bakanlıklarının paylaşımları tür olarak incelendiğinde gönderilerinin yarısından fazlası (% 55,1) metin ve görsel, % 38,5'i de metin ve link birlikte kullanılmıştır. Bu bağlamda sağlık bakanlıklarının Twitter paylaşımlarında görsel ve link kullanımıyla içeriği ilgi ve dikkat çekici hale getirmeye çalışmaktadırlar.

Sağlık Bakanlıkları Tweetlerinin Kapsamı

Sağlık bakanlıklarının gönderdikleri tweetlerin içerik kapsamı ulusal ve uluslararası olmak üzere ikiye ayrılarak incelenmiştir.

Tablo 4. Sağlık Bakanlıklarının Tweetlerinin Kapsamı

Ülkeler	Ulusal		Uluslararası		Toplam	
	n	%	n	%	n	%
Türkiye	54	93,1	4	6,9	58	100
ABD	100	100	0	0	100	100
İngiltere	56	100	0	0	56	100
Avustralya	100	100	0	0	100	100
G. Kore	91	91	9	9	100	100
Meksika	99	100	1	1	100	100
G. Afrika	44	97,8	1	2,2	45	100
Toplam	544	97,3	15	2,7	559	100

Sağlık Bakanlıklarının paylaşımları kapsam olarak incelendiğinde gönderilerinin büyük çoğunluğu (% 97,5) ulusal, çok az bir kısmı ise (%2,5'i) uluslararası mesajlar içermektedir. Uluslararası mesajlar da genellikle uluslararası ziyaretler, toplantılar ve işbirlikleri ile ilgilidir.

Sağlık Bakanlıkları Tweetlerinin İçeriği

Sağlık bakanlıklarının gönderdikleri tweetlerin içeriği haber, icraat, toplantı, kutlama, bilgilendirme, duyuru, dilek/temenni olmak üzere 7 kategoride değerlendirilmiştir. Bu kategoriler ve alt kategorilere ilişkin sınıflandırma Tablo 5'te verilmiştir.

Tablo 5. Kategoriler ve Alt Kategoriler

KATEGORİLER	ALT KATEGORİLER
Haber	<i>Ülke gündemi, Yasa ihlali, Araştırma sonuçları, Uyarı (2), Tavsiye (2), Röportaj, Yatırım (1), Etkinlik, Politik (1)</i>
İcraat	<i>Teknolojik gelişme (2), Birim Açılışı, Yatırım (2), Mevzuat değişimi, Reklam (2), Genel açılış</i>
Toplantı	<i>Ziyaret, İş birliği, Sempozyum, Kongre, Sosyal etkinlik</i>
Kutlama	<i>Mesleki etkinlik, Özel Gün (1), Ödüllendirme, Tebrik</i>
Bilgilendirme	<i>Uyarı (1), Özendirme, Teknolojik gelişme (1), Sağlık konuları, Sağlık meslekleri, Politik (2)</i>
Duyuru	<i>Reklam (1), Lansman, Etkinlik, Özel Gün (2), Açılış, Personel temini</i>
Dilek/Temenni	<i>Taziye, Teşekkür, Özel gün (3), Ümit verici</i>

Not: Parantez içerisindeki rakamlar aynı isimli kodların karışmasını engellemek için kullanılmıştır.

Haber kategorisi; “*Ülke gündemi, Yasa ihlali, Araştırma sonuçları, Uyarı (2), Tavsiye (2), Röportaj, Yatırım (1), Etkinlik, Politik (1)*” alt kategorilerinden oluşmaktadır. Bu kapsamda ülkenin genel gündemiyle ilgili, yapılmış araştırmalarla ilgili sonuçların verildiği, politika değişikliklerini içeren haber niteliği olan paylaşımlar bulunmaktadır.

İcraat kategorisi; “*Teknolojik gelişme (2), Birim Açılışı, Yatırım (2), Mevzuat değişimi, Reklam (2), Genel açılış*” alt kategorilerinden oluşmuş ve bu kapsamda bakanlığın yapmış olduğu mevzuatsal yenilikler, teknolojik gelişmeler, politik reklamlar ve bakanlığın yeni birim açılışları ile ilgili paylaşımlar yer almaktadır.

Toplantı kategorisi; “*Ziyaret, İş birliği, Sempozyum, Kongre, Sosyal etkinlik*” alt kategorilerinden oluşmaktadır. Bu kategori çerçevesinde sağlık bakanının ya da temsilcilerinin düzenlediği ya da iştirak ettiği çeşitli toplu etkinlikleri içeren paylaşımlar yer almaktadır.

Kutlama kategorisi; “*Mesleki etkinlik, Özel Gün (1), Ödüllendirme, Tebrik*” alt kategorilerinden müteşekkildir. Sağlık bakanlığı tarafından çeşitli alanlarda gösterilmiş başarılar, özel günler için yapılmış kutlama mesajlarını içeren tweetler yer almaktadır.

Bilgilendirme kategorisi en çok tweet içeren kategoridir. “*Uyarı (1), Özendirme, Teknolojik gelişme (1), Sağlık konuları, Sağlık meslekleri, Politik (2)*” alt kategorilerinden oluşmaktadır. Bilgilendirme paylaşımları, bakanlığın halkı bilinçlendirme kapsamında yaptığı, uyarılar, hastalık seyirleri, teknolojik gelişmelerle ilgili Tweetleri içermektedir.

Duyuru kategorisinde; “*Reklam (1), Lansman, Etkinlik, Özel Gün (2), Açılış, Personel temini*” alt kategorileri yer almaktadır. Duyuru kategorisi kapsamında Sağlık bakanlığının, yeni faaliyetleriyle ilgili reklamları, personel alımlarını, yapılacak etkinlikleri ve özel günleri duyurma amaçlı tweetleri yer almaktadır.

Dilek/Temenni kategorisinin alt kategorilerinde; “*Taziye, Teşekkür, Özel gün (3), Ümit verici*” başlıkları yer almaktadır. Bu kategori başlığında sağlık bakanlığının, yayınlamış olduğu taziye mesajları, teşekkür paylaşımları, özel gün temennileri ve halka hastalıklar ile ilgili ya da yeniliklerle ilgili ümit vermek amaçlı atılmış Tweetler yer almaktadır.

Tablo 6. Sağlık Bakanlıklarının Tweetlerinin İçeriği

Ülkeler	Haber	İcraat	Toplantı	Kutlama	Bilgilendirme	Duyuru	Dilek / Temenni	Toplam
Türkiye	1 1,7%	3 5,2%	4 6,9%	8 13,8%	37 63,8%	2 3,4%	3 5,2%	58 100,0%
ABD	8 8,0%	3 3,0%	0 0,0%	0 0,0%	74 74,0%	13 13,0%	2 2,0%	100 100,0%
İngiltere	12 21,4%	8 14,3%	0 0,0%	3 5,4%	28 50,0%	4 7,1%	1 1,8%	56 100,0%
Avustralya	19 19,0%	10 10,0%	0 0,0%	0 0,0%	66 66,0%	5 5,0%	0 0,0%	100 100,0%
G. Kore	0 0,0%	0 0,0%	9 9,0%	2 2,0%	85 85,0%	4 4,0%	0 0,0%	100 100,0%
Meksika	1 1,0%	1 1,0%	9 9,0%	2 2,0%	62 62,0%	20 20,0%	5 5,0%	100 100,0%
G. Afrika	1 2,2%	5 11,1%	4 8,9%	1 2,2%	28 62,2%	6 13,3%	0 0,0%	45 100,0%
Toplam	42 7,5%	30 5,4%	26 4,7%	16 2,9%	380 68,0%	54 9,7%	11 2,0%	559 100,0%

Sağlık Bakanlıklarının paylaşımları içerik olarak incelendiğinde mesajlarının % 68’i bilgilendirme, %9,7’si duyuru, % 7,5’i haber, % 5,4’ü icraat ve % 4,7’si toplantı amacı taşımaktadır. Sağlık Bakanlıklarının Twitter paylaşımları incelendiğinde genellikle bilgilendirmeye yönelik paylaşımlarda buldukları tespit edilmiştir.

SONUÇ VE ÖNERİLER

Kitle iletişim araçları içerisinde internetin önemi gün geçtikçe artmakta, insanlar internet üzerinden kendileri ile ilgili bilgileri paylaşabilmekte, Dünya’da da haber alabilmektedir. Bu kapsamda sosyal medya araçları bilgiye kısa yoldan ulaşabilme ve herhangi bir konu hakkında görüş bildirme imkânı sunmaktadır. Sosyal medya araçları içerisinde ise Twitter diğerlerine oranla haber ve bilgi verme amacıyla daha anlamlı paylaşımların yapıldığı ve soru-cevap etkileşiminin daha fazla olmasıyla öne çıkmaktadır. Sağlıkta halkla ilişkiler faaliyetleri açısından Twitter, halkın sağlık ve sağlık politikalarıyla ilgili resmi paylaşımları kolaylıkla takip edebileceği, düşüncelerini direkt olarak ifade edebileceği bir ortamdır. Bu çalışmayla sağlıkta halkla ilişkiler faaliyetleri ve sosyal medya kullanımı

özelinde, Sağlık Bakanlıklarının resmi Twitter hesaplarının incelenerek, Twitter hesaplarını nasıl, hangi amaçlarla ve ne derece etkin kullandıklarının tespit edilmesi hedeflenmiştir.

Örnekleme dâhil edilen Sağlık Bakanlıklarının 8 ile 11 yıl arasında Twitter üyeliği bulunmaktadır. Bu sosyal mecranın 14 yıllık bir geçmişi olduğu düşünüldüğünde nispeten uzun süredir üye oldukları söylenebilir. Ancak bakanlıkların Twitter'ı ne derece etkin kullandıkları sorgulanabilir. Sağlık Bakanlığı Twitter hesaplarının takipçi sayıları incelendiğinde, halkın genel olarak bu hesapları takip etme eğiliminde olduğu ancak, İngiltere, G. Kore ve G. Afrika hariç diğer ülke bakanlıklarının genel olarak resmi kurum ve kuruluşları takip edip, takip ettikleri hesaplar arasında ise halka ve sağlık profesyonellerine yer vermedikleri görülmüştür. Atılan tweetlerin almış oldukları etkileşim; tweet başına düşen beğeni, yorum ve retweet sayıları ele alındığında bir aylık süreçte en az etkileşim sağlayan Sağlık Bakanlıkları sırasıyla G. Afrika, İngiltere ve Türkiye'dir. Türkiye Sağlık Bakanlığı'nın takipçi, beğeni ve yorum sayıları nispeten çok olmasına rağmen, hesabın etkileşiminin az olması dikkat çekicidir.

Sağlık Bakanlıklarının attıkları tweetlerin türüne bakıldığında daha çok metin ve görsellerin birlikte kullanıldığı paylaşımlar olduğu görülmüştür. Twitter kullanıcıları takip ettikleri hesapların paylaşımlarının içeriğine yönelik memnuniyetleri, ilgili hesapları takip etmeye devam etme niyetini etkilemektedir (Liu vd., 2010: 936). Bu bağlamda Sağlık Bakanlıklarının Twitter paylaşımlarında görsel ve link kullanımıyla içeriği ilgi ve dikkat çekici hale getirmeye çalıştıkları söylenebilir.

Sağlık sadece ulusal değil aynı zamanda uluslararası öneme sahip bir konudur. Ancak incelenen ülkelerin Sağlık Bakanlıklarının tweetlerinin genellikle sadece kendi vatandaşlarına hitap eden ulusal kapsamdaki paylaşımlar olduğu tespit edilmiştir. Dolayısıyla sağlık gibi uluslararası bir konuda daha kapsamlı paylaşımların yapılması uluslararası tanıtım, bilgilendirme ve sağlık turizmi adına önemli katkılar sağlayabilir.

Liu ve diğerleri (2010: 932) yapmış oldukları çalışmada insanların bilgi paylaşımı, sosyal etkileşim, eğlence, zaman geçirme, kendini ifade etme, kolay erişim ve ilgi çekici olması gibi nedenlerle Twitter kullandıklarını tespit etmişlerdir. Ayrıca Twitter'ın bilgi paylaşımı için kullanılması yaygınlaşmaktadır. Bu bağlamda Sağlık Bakanlıklarının Twitter'ı bilgi paylaşımı için kullanmaları önemlidir. Toplumun sağlık okuryazarlığının artırılmasında, güncel gelişmeler açısından bilgi verilmesinde, yapılan yatırımların ve faaliyetlerin takipçilerle paylaşılmasında, şeffaf ve hesap verilebilir bir yapının kurulmasında Sağlık Bakanlıkları açısından Twitter doğrudan, kullanışlı ve hızlı bir araç haline gelmiştir. Araştırma sonucunda, örnekleme alınmış olan sağlık bakanlıklarının, Twitter hesaplarından; haberler, icraatlar, toplantılar, kutlamalar, duyurular, bunların yanı sıra dilek ve temennilerin sunulduğu ayrıca bilgilendirmelerin yapıldığı tweetler atılmaktadır. Bu paylaşımlar içerisinde daha çok bilgilendirme yapıldığı görülmüştür. Bu bağlamda Sağlık Bakanlıklarının kendi vatandaşlarına bilgi vermek onları, sağlıkla ilgili çeşitli meseleler, hastalıklar, sağlıkta teknolojik gelişmeler, yeni sağlık politikaları, organ ve kan bağışi gibi konularda bilinçlendirmek ve uyarmak amacıyla Twitter hesaplarını kullandıkları görülmüştür. Bu durum araştırmanın konusu olan sağlıkta halkla ilişkiler faaliyetleri açısından Twitter ve buna benzer diğer sosyal medya araçlarının önemini vurgulamaktadır.

Bu araştırma sonucunda Sağlık Bakanlıklarının etkileşim kurma konusunda kısır kaldığı görülmüştür. Bu kapsamda sağlık ile ilgili resmi kurumlar, Twitter ve diğer sosyal medya araçlarını karşılıklı iletişime açık şekilde kullanırsa daha etkin bir halkla ilişkiler faaliyetinin sağlanabileceği söylenebilir. Bir diğer önemli konu halkın sağlık ile ilgili okuryazarlığının artırılması açısından sosyal medya araçlarının kullanılabilmesi ve bilgilendirmelerin daha etkin yapılabileceğidir. Bu araştırmanın yapıldığı dönem kaynaklı çeşitli kısıtlar sonucu 1 aylık süreyi kapsamaması sebebiyle kısıtlı sonuçlar vermesi muhtemeldir. Ancak daha sonra yapılacak çalışmalarda, Sağlık Bakanlıklarını kimlerin takip ettiği, takip amaçlarının neler olabileceği, takipçilerin yaptıkları yorumların içeriklerinin neler olduğu gibi konuları içeren ve tek bir ülke sağlık bakanlığının Twitter adresinin bir yıllık süreçte incelenmesinin daha kapsamlı bilgiler verebileceği düşünülmektedir.

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OPINIONS OF HEALTHCARE PROFESSIONALS REGARDING EUTHANASIA AND DEATH TOURISM

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ABSTRACT

Problem of Research: What are the opinions of healthcare professionals regarding euthanasia and death tourism?

Purpose of the Study: The modern world has a paradigm that puts the individual in the center and recommends being in control of one's own destiny. Individuals may want to act accordingly while making decisions about their bodies. However, when it comes to death, making rational choices is not as easy as it is thought. People cannot easily make a death decision for both themselves and their relatives and it is not easy to make this decision for those who are health professionals. Ethical, legal and medical discussions about whether death is a human right as well as the right to life and the right to protection of life begin here (Kutlu et al., 2018:243). In this context, euthanasia has been an issue discussed by lawyers, healthcare professionals, lawmakers, and individuals. Euthanasia is the decision to end the life of a patient who cannot be recovered depending on the development level of medicine and who are not provided a good and quality life (Engin et al., 2017:654). Gamsiz Bilgin (2013:25) has defined euthanasia as ending the life of a patient, who cannot be recovered through the medical utilities and who cannot have a quality life, in current conditions. This study was conducted to determine the perceptions of healthcare professionals regarding euthanasia and death tourism.

Method: The universe of the study consists of all healthcare professionals who worked at Haymana State Hospital. According to the information received from the hospital, the number of health personnel that constituted the universe consisted of 110 people. In the research, no sample selection was made and it was aimed to reach all individuals in the universe. As a result, the study was completed with 89 healthcare professionals. In this study, a questionnaire was used as the data collection tool. The relevant questionnaire included demographic questions such as age, gender, title, and questions regarding euthanasia such as “Do you have information about euthanasia tourism?” and “Should a patient who wants euthanasia be euthanized?”. Written permission was taken from the hospital chief physician and the study was completed within the period between January 2020 and February 2020. The data were analyzed in the SPSS v.22 statistical program.

Findings: Of the healthcare professionals who participated in the study, 45.6% were in the 20-29 age group, 71.1% were female, 55.6% were married, 35.6% were nurses, and 47.8% had a bachelor's degree. 31.1% of the professionals had 0-5 years of working experience, 53.3% had no children. Of the participants, 27.8% worked in the emergency room, 15.6% in the inpatient services, 14.4% in the administrative units, 6.7% in the operating room, 5.6% in the physical therapy unit, 6.7% in the bloodletting-laboratory, 11.1% in the outpatient clinics, and 7.8% in the other group of units such as delivery room, homecare, x-ray. 65.6% of the participants answered the question regarding the loss of a relative who was sick as “no”. Of the professionals, 43.3% had knowledge about euthanasia tourism; 53.3% had no knowledge about euthanasia tourism; 47.8% had given care to a patient in the terminal period and 47.8% had not given care to a patient in the terminal period; 57.8% would not take their relatives abroad, who want euthanasia; 7.8% would take their relatives abroad, who want euthanasia; 30% were undecided about taking their relatives abroad, who want euthanasia. 53% of the participants replied “no” and 15.6% replied “yes” to the question “Would you give information to the individual in the terminal period about euthanasia tourism?” and 30% were undecided. 56.7% of the participants answered no to the question “Would you like to be euthanized?”. 64.4% of the professionals answered no to the question “Would you like your relative to be euthanized?”. 37.8% of the participants answered no, 27.8% answered yes, and 33.3% were undecided to the question

“Would you like euthanasia for a suffering, dying patient?”. 40% of the participants answered yes, 33.3% answered no, and 24.4% were undecided to the question *“Do you believe that passive euthanasia is practiced in Turkey?”*. 36.7% of the participants answered yes, 30% answered no, and 32.2% were undecided to the question *“Should a patient who wants euthanasia be euthanized?”*. 81.1% of the professionals answered yes to the question *“Could religious beliefs prevent euthanasia?”*. 48.9% of the participants answered no, 21.1% answered yes, and 28.9% were undecided to the question *“Do you think euthanasia should be legalized in Turkey?”*. 51.1% of the participants answered no, 18.9% answered yes, and 27.8% were undecided to the question *“Do you think euthanasia tourism should be legalized in Turkey?”*. 76.7% of the professionals replied no to the question *“Would you like to take part in the team practicing euthanasia in case of legal regulation?”*. To the question *“Who should implement euthanasia?”*, 40% of the participants answered as experts trained on this subject and 35.6% as the ethics committee. The question *“Which one is close to your opinion regarding euthanasia practice?”* was a multiple answer question. 18.2% of the participants answered that euthanasia was “being against nature/creator/universe”, 16% that it was “a medical practice”, 15.5% that it was “a human-human right”, 11.8% that it was “murder and intentional killing”, 10.7% that it was “a medical practice and human right”, 9.6% that it was “murder and being against nature/creator/universe”.

Conclusion: In the study conducted with Sakarya University students, it was reported that the students had correct information about euthanasia. In the same study, medical school students reached a consensus on the statement of ending life with the help of a physician (Kutlu et al., 2018:254). In this study, the participants stated that the person to implement euthanasia is a physician who received education on this subject. In another study, 61% of law students, 59% of psychology students and 24% of medical students were found to support active euthanasia in terminal disease cases. Among the students with Christian belief, 30% expressed that they supported active euthanasia in case of a terminal disease. This ratio is 57% among students with another belief or no definable belief (Schioldborg, 2000:2283). In this study, the ratio of participants answering “yes” to euthanasia implementation to the suffering, dying patient is 37.8%. Likewise, it was concluded that religious belief affects the attitude towards euthanasia. In the study conducted by Engin et al. (2017:658), most of the participants stated that they did not want euthanasia for both themselves and their relatives. In this study, more than half of the healthcare professionals did not want euthanasia for themselves and their relatives. In the study conducted by Smets et al. (2011:580), it was reported that a significant number of physicians in Belgium supported euthanasia for terminal patients with extreme pain or symptoms and agreed that euthanasia may be part of good end-of-life care. However, in this study, it was determined that a significant number of healthcare professionals (37.8%) did not support euthanasia. In conclusion, it was revealed that health professionals did not have enough information about euthanasia tourism, that they did not want euthanasia tourism to be legalized, and that they did not want to be in the team implementing euthanasia. It was also determined that religious beliefs affected the opinions regarding euthanasia.

Keywords: Euthanasia, death tourism, healthcare professionals, physician, nurse

Presentation Language: Turkish

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EXAMINING THE RELATIONSHIP BETWEEN HEALTH PROFESSIONALS' ORGANIZATIONAL COMMITMENT AND JOB SATISFACTION: A SYSTEMATIC REVIEW AND META-ANALYSIS

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ABSTRACT

Problem of Research: The relationship between organizational commitment and job satisfaction plays a decisive role in the success of institutions. Employees with low job satisfaction cannot reconcile their goals and objectives with the institution's goals. In this case, and the institution cannot achieve the desired success.

Purpose of the Study: In this meta-analysis, it was aimed to examine the relationship between job satisfaction and organizational commitment of health professionals.

Method: This research was carried out with the meta-analysis method, which is one of the quantitative research methods. The literature review of keywords was made through the internet access network of a foundation university. The keywords "Organizational commitment", "Organization faith", "Job satisfaction", "Job saturation", "Health employee" in Turkish and English was determined as. Full text articles published in refereed journals between 2014 and 2020 from Google Scholar, Web of Science, Scopus, Science Direct, EKUAL, Google Academic electronic databases were searched with the determined keywords. Within the scope of the study, as a result of the literature review, 7679 studies, which deal with the relationship between job satisfaction and organizational commitment of health professionals, were reached. Twelve studies, which meet the inclusion criteria, were included in the meta-analysis. The effect size and publication bias of the studies included in the meta-analysis were calculated using the CMA 3 (Comprehensive Meta Analysis) program. Correlation was used to calculate the effect size. Cochran's Q statistics were used to determine the impact model. According to the result of Q statistics, random effect model was chosen as our data showed a heterogeneous distribution. To test the bias of the publication, funnel plot (FunnelPlot) analysis was done, results of Classic Fail Safe N and Tau coefficient calculation were used. The included studies were evaluated by two different evaluators using the quality assessment criteria proposed by Polit and Beck, and the kappa compliance rate was calculated in the SPSS 25 program.

Findings: The total number of samples included in the analysis is 7734. According to the random effects model, the overall effect size between job satisfaction and organizational commitment was found to be statistically significant with a value of 0.544 (G.A; 0.445-0.629; $p < 0.05$). This effect size was determined to be medium level according to Cohen's classification. In this study, kappa values ranged between 0.72-0.838 on the basis of articles among the rater reliability analysis. The overall compliance rate kappa value was found to be highly compatible as 0.779. **Discussion and Conclusion:** As a result of this meta analysis, it was revealed that there is a mutual interaction between cause and effect relationship between job satisfaction and organizational commitment, but a significant part of the findings and opinions in the field writing has been determined that job satisfaction has the power to positively affect organizational commitment. From this perspective, the job satisfaction levels of the employees come to the fore. Job satisfaction can be seen as an important goal and tool for organizations in order to increase organizational commitment and keep employees in the organization.

Keywords: Job satisfaction, organizational commitment, health professionals, health sector

Presentation Language: Turkish

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ELDERLY CARE EDUCATION IN TURKEY

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ABSTRACT

The Problem of Study: Number of older people is rapidly growing. This will increase demand for primary and long term healthcare. Thus, a larger and a better trained workforce will be needed in this area. Like other countries a great number of elderly care therapists, doctors (geriatric specialists, family physicians), nurses, gerontologists, occupational therapists, social workers and counsellors will be needed in next years.

The Purpose of the Study: The aim of this study is to investigate the employment opportunities in elderly care in Turkey and put forth today and future situation of education in this field.

Method: To examine the elderly care education in Turkey, elderly care programmes of universities, vocational high schools, master and PhD programmes and private courses were examined. Curriculums, courses, practices and length of the education were analysed. Employment opportunities of graduates of these schools were searched. Web sites of ministries, municipalities, universities and private and public courses were searched. Professionals from these education institutions were interviewed to acquire information. Findings were presented in tables and graphics.

Findings and Results: According to the findings of the study, 244 vocational high schools, 60 public and 6 private university have elderly care programs in Turkey. There are two bachelor degree programs of Gerontology. By Master and PhD degrees in nine universities, students can take diploma as an elderly care specialist. The study discusses courses given by public and private sector and abroad opportunities. Education process in elderly care generally includes medical terminology, anatomy, physiology, pharmacology, elderly nutrition, communication skills, neurological diseases, geriatric psychiatry, first aid and rheumatic diseases. Main course is elderly care principles and applications theoretically and practically. As a result, education and training in elderly care should not be restricted to high levels of specialization, it has to be given in all levels of education. Although there is limited opportunity of elderly care employment in Turkey today, more workforce will be needed in the future.

Keywords: Elderly care, education, high school, vocational school, university, employment

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HEALTH 4.0 AND DIGITAL TRANSFORMATION IN HEALTH

Nurcan COŞKUN US [1]
H. Şeyda EYÜPOĞLU [2]

ABSTRACT

The Problem of the Study: Health 4.0 applications in Turkey are still a new concept and the development of applications in this field is needed due to the influence of technology.

The Purpose of the Study: In this study, a comprehensive theoretical framework was established in accordance with the information obtained from the literature on the transformation practices in health and digital transformation practices in health in Turkey by identifying Industry 4.0 and Health 4.0 and conducting an in-depth literature review about digital transformation in health.

Method: This study was compiled by reviewing the literature with document review.

Findings and Results: Industry 4.0 practices in the field of health are defined as Health 4.0. With Health 4.0, digital transformation has emerged in health. Digital transformation in health, development of health care in conjunction with technology, personalization and virtualization of records for patients, health professionals and stakeholders. The dissemination of digital applications in health will facilitate people's access to health care and contribute to health awareness levels. In addition, digital transformation applications in health will help health care workers, preventing labor and time losses, improving the quality and efficiency of health care delivery. Digital transformation practices in health are thought to reduce the cost of health care. Health professionals will play a major role in actively implementing and implementing digital transformation in health.

Key Words: Industry 4.0, Health 4.0, Digital Transformation in Health, Digital Health Services

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ANALYSIS OF ERROR TYPE AND EFFECTS IN THE PREVENTION OF MEDICAL ERRORS IN HOSPITALS (HTEA)

Mustafa MACİT [1]
Sibel ORHAN [2]
Muhammet GÜMÜŞ [3]
Kübra ÇELİK[4]

ABSTRACT

Problem of Research: Increasing the quality of health services affects positively the hospital preferences of the patients. So as to increase the quality of health, medical errors experienced in hospitals should be minimized. In order to provide this, it is necessary to conduct analyzes to prevent medical errors in hospitals.

Purpose of the Study: In this study, it has been aimed to discourse the importance of error type and effects analysis, namely failure modes and effect analysis (FMEA) used in the prevention of medical errors in hospitals.

Method: In this study, “literature review and compilation model” which widely preferred in the field of health sciences is used as a method of study. Within the scope, primarily the studies in the literature related to the subject were reached and findings were compiled and reported.

Findings: According to the findings, it has been determined that medical errors are quite common in the health sector. It has been specified that HTEA applications are an important and effective method to identify existing risks before medical errors happen. It has been observed that trying to minimize the risks of medical errors with HTEA dates back to the 1950s, and nowadays, it is concluded that HTEA application is used in minimizing medical errors in many developed countries of the world.

Keywords: Healthy Quality, Medical Error, Analysis of Error Type and Effects

Presentation Language: Turkish

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PROCESS MANAGEMENT IN HOSPITALS AND PROCESS EXAMPLES

Bilal AK [1]

ABSTRACT

The problem of this work / overlocking: In many jobs carried out in hospitals, work flows, projects and project processes; applications that cause problems such as movement and time and cost losses are seen. These problems arise from the fact that the operation of the hospital is not considered holistic, the relations between the subsystems of the system are not designed to benefit creatively and process design errors. The processes in hospitals; They need to improve with process analysis and designs. For this reason, in this study, it will be tried to contribute to health and hospital managers by giving information about process management in hospitals and showing process examples with a contemporary business approach.

The purpose of this study: In the production of health services in hospitals; patient waiting, examination, radiological and laboratory tests, diagnosis waste in workflow and process management and detection of problematic process steps and new process designs and to provide solution information to the subject with hospital process examples.

Method: In this study, a method based on professional experience, applications and literature review was applied.

Findings: Hospitals are very complex and matrix organizations and they are difficult to manage. In hospital management, it is necessary to know the functions, functional relationships and work flow of each unit of hospitals. Hospitals are obliged to provide an extremely tight and error-free functioning as a bulk of projects and processes. It is necessary to know that each patient is a project and that the patient has separate processes of examination, examination, diagnosis and treatment. Hospital staff need to know these processes and know their place and role in the hospital system and play their role accordingly.

In order to meet the expectations of patients, patients' relatives or customers quickly, with high quality and at an affordable price, all departments of health institutions or any organization should work in harmony, the information flow between departments should be improved and their repetitions should be reduced. In order to achieve this goal, it would be beneficial to abandon the traditional management approach and to bring a customer-oriented process approach. Every product or service is necessarily the result of a process. It cannot be a product / service without a process, nor can it be in a process without a product / service. The process is a set of processes for the implementation of a task that needs to be carried out, each stage involving different processes, in interdependent and affected stages. The word process is a series of activities that convert one or more inputs into multiple outputs for the client.

The Business Process can be defined as a group of activities that can be defined, repeatable, focused on the same purpose, taking various inputs and adding value to them and providing an output that will create value for the internal or external customer.

The purpose of the process is to meet customer needs at once and accurately. Everything that is done in healthcare organizations or other Businesses is almost a series of processes. However, some of these processes are critical processes directly related to the success of the business.

The process; It has features such as identifiability, predictability, repeatability, controllability, value-added layers, conversion, feedback control and repeatability.

The elements of the process are; inputs, outputs, suppliers, customers, process performance criteria, patient needs and expectations. If the process is correct, the output will be correct

Processes have a hierarchy. Process hierarchy is the gradual structuring of processes. This configuration is the scope of the processes that are essential. The hierarchy is structured starting from the process with the largest scope. These; They are listed as main processes, processes, sub processes and process activities.

Analysis of processes is important. There are three basic steps in process analysis and these are; process mapping, developing process analysis and evaluating process analysis.

In practices, it is observed that there is not enough effort to check whether the hospital processes are carried out in accordance with its purpose and in process renewal and development. The number of managers who are interested in whether classic, routine and routine workflows require change is small. Because modern and professional hospital managers who know these issues, make changes and prevent any kind of hospital waste are not at work. The period of managing the hospitals by amateur physicians has passed. Modern healthcare and hospital managers need to arrive urgently in hospital management.

Keywords: Hospital, Matrix Structure, Project, Process, Process Development, Waste, Effectiveness, Efficiency, Economy, Quality

Presentation Language: Turkish

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Oturum 1. Dijital Oturum: Healthcare Management
Oturum Başkanı Prof. Dr. Yusuf Çelik

Sunum Günü 09 Temmuz 2020
Sunum Saati 11:20-12:50

THE CONSENSUS IN DOCTOR-PATIENT COMMUNICATION

Erdal TEKARSLAN [1]

Kerem TOKER [2]

ABSTRACT

Problem: Interpersonal communication theory provides to understand doctor-patient interaction and how it affects decision making. The quality of communication between the patient and the doctor may increase or decrease the quality differences in health services. In this regard, insufficient listening is crucial in conducting a conversation between the doctor and the patient.

Purpose: This study aims to discuss the requirement of setting a standard time in doctor-patient interview communications and establishing the communications norm for effective polyclinic planning.

Method: In this descriptive study, different researches on doctor-patient communication times were examined. Thus, the need for consensus to increase the quality of the communication process has been revealed.

Results: During the communication training on listening, it was revealed that the doctors listened to the patient without interruption for only 23 seconds. However, when the doctors were asked how much they thought they allowed them to speak before they cut their words; they estimated this time as 3 minutes (Schweickhardt and Fritzsche, 2016). According to Langewitz *et al.* (2002), in Switzerland, it takes 92 seconds for patients to tell their complaints to the doctor. 78% of patients complete what they will tell in 2 minutes. But, in Germany 15-20 seconds after the patients begin talking, the doctor interrupted. However, most of the patients state that they can only describe one of the three health problems, often until the doctor interrupts. When patients were given enough time to explain all their problems, it was observed that this was an average of 3 minutes. Doctors have intuitively found out how much they should listen to get a complete picture of the complaint from the patient. Despite this, not listening is shown as a hampering factor (Schweickhardt and Fritzsche, 2016). In this context, the consensus is required to identify and define the stages of the doctor-patient communication process and to follow this process by all doctors.

Conclusion: Canadian doctor Sir William Osler called out to his colleagues in 1904: "*Listen to the patients, they will tell you the diagnosis. Listen, most likely your clinical results will be better*". So much so that it is expected from doctors to show leadership behavior in the healthcare provider-patient relationship. Accordingly, interrupting the person speaking in leadership communication is considered a deadly sin. Maybe it will be necessary to remember that the Oki Vangajan native said, "*Listen, or you will not be able to hear!*"

Key Words: Health communication, Communication norms, Consensus among health professionals

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FATIGUE AND DEPRESSION IN PATIENTS WITH END-STAGE RENAL DISEASE

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Özge AYDIN GÜCLÜ [2]

ABSTRACT

Problem of Research: Hemodialysis (HD) patients suffer from low levels of physical activity and decreased functional capacity while suffering from general muscle weakness resulting in a general feeling of fatigue. Fatigue and depressive mood are the most significant symptoms experienced by patients with end-stage renal disease.

Purpose of the Study: To assess the levels of fatigue and depressive mood affecting it among patients with End Stage Renal Disease (ESRD) undergoing hemodialysis.

Method: The study was carried out in the Dialysis Unit of Boyabat State Hospital, Sinop. Between January 2020 and February 2020, 48 hemodialysis patients completed the Turkish Version of the Fatigue Assessment Scale (FAS) and The Beck Depression Inventory (BDI). Demographic data of patients was recorded. For the statistical analysis IBM SPSS Statistics version 20 was used.

Findings: In this study, 48 hemodialysis patients participated. Of these patients 58.3% were males and 41.7% females. The mean of age was 59.64 ± 13.01 years. The predominant etiologies of ESRD were hypertension (31.3%) and diabetes mellitus (18.8%). The median FAS total score was 28 [18-44]. Six patients (12.5%) were non fatigue, 36 patients (75%) were fatigue, and 6 patients (12.5%) were extremely fatigue. The median BDI total score was 11 [1-43]. Thirty six patients (75%) had minimal depression, 10 patients (20.8%) had mild depression and 2 patients had severe depression. There was a positive correlation between age ($r=0.342$, $p=0.017$) and BDI total score and there was a negative correlation between parathormon values ($r=-0.410$, $p=0.004$) and BDI total score. There was not statistical correlation between hemodialysis duration of patients with BDI and FAS total scores ($r=-0.090$, $p=0.545$; $r=-0.130$, $p=0.378$, respectively).

Keywords: Hemodialysis, End Stage Renal Disease, Fatigue, Depression

Presentation Language: Turkish

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INDIVIDUALS' OPINIONS RELATED VISUAL ESTHETIC ELEMENTS IN HOSPITALS (SPECIFIC TO GAZI UNIVERSITY)

Nesrin ÇOBANOĞLU [1]
Güzin Yasemin TUNÇAY [2]

ABSTRACT

Problem of Research: It is thought that visual esthetic elements in hospitals have positive effects for both hospital staff and patient / patient relatives

Purpose of the Study: The research was carried out descriptively in order to determine the patients, their relatives' opinions and the staff ones in Medical Faculty Hospital of Gazi University about the existing visual esthetic elements in the hospital.

Method: The research was carried out with 20 healthcare professionals (10 physicians, 10 nurses) working in Medical Faculty Hospital of Gazi University, 20 patients and their relatives, each of whom were 10. In the study, they were asked the questions related to the esthetic element at the entrance of the hospital, and the data were collected through questionnaires and interviews. The visual esthetic element chosen within the scope of the research in Medical Faculty Hospital of Gazi University is the tiny waterfall at the entrance of the hospital. There are colorful flowers around the waterfall and an electronic display showing the time and instant air temperature in the middle of it and the logo of Gazi University Medical Faculty on it. The patients included in the study are polyclinic patients and patient / patient relatives' data were collected by interviewing randomly in front of the waterfall.

Findings: It has been observed that most of the healthcare professionals feel positive feelings about the mentioned visual esthetic element. It has been defined that healthcare professionals think that visual aesthetic elements have positive effects for patients as well. Although the majority (89.0%) says that art objects can have a positive effect on their professional lives, the percentage of those who can reflect that to their lives is only 25.0%. Patient / patient relatives have also expressed their positive opinions about the visual esthetic element. The patient / patient relatives' some following statements related to this are "uplifting", "resting areas with trees are uplifting" (by attributing to these areas apart from the visual aesthetic element in front of the hospital). Based on the results of the research, it is recommended to place more importance to the visual esthetic elements in hospitals owing to the sense of healing they give.

Keywords: Visual Esthetic Elements, Patient, Hospital, Patient Relatives, Healthcare Professionals

Presentation Language: Turkish

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**CURRENT SITUATIONS, THOUGHTS AND EXPECTATIONS OF STUDENTS
LEARNING IN SOME FIELD OF HEALTH SERVICES ON THE USE OF COMPUTER
TECHNOLOGIES**

İrfan USTA [1]

ABSTRACT

Problem of Research: It is inevitable to use computers (information technologies) in the effective and efficient execution of medical, administrative, financial and technical services in the field of health. For this reason, students studying in this field are expected to have comprehensive knowledge of computer technologies in accordance with their duties.

Purpose of the Study: The aim of this study is to examine the status, thoughts and expectations of the students studying in the field of health services in computer science.

Method: 306 students, who were studying in the Health Management, Medical Documentation and Secretariat and First and Emergency Aid departments and who were in the school at the time the questionnaire was applied, participated in the research. Data was collected from the students through face-to-face questionnaire method via the prepared questionnaire and analyzed and evaluated by computer. Very few students were excluded from the study because they did not want to answer the questionnaire.

Findings: 66.1% of the students participating in the research are associate degree students and 34.0% are undergraduate students. 73.5% of students have computers, 93.1% can use computer reasonably and better, 81.8% of them use computers for less than four hours in a day, 87.3% use computers for more than two years, and More than half (53.6%) consider themselves sufficient in using information technology.

The rate of those who see the computer as indispensable in life is 22.5%. The ratio of those who consider themselves sufficient in terms of being ready to use information technology; Those who see computer as indispensable in their lives are 78.3%, and those who define themselves as very good computer users are 85.2%.

The rate of those who found the education given in the school on information technology sufficient was found to be 36.9%. There is a statistical difference among the departments in terms of finding the education given for information technologies sufficient ($p < 0.05$). The rate of finding the education provided by the Health Management students sufficient is the lowest (24.0%).

89.5% of students think that software programs used in today's Health institutions should be taught in vocational education.

There are deficiencies regarding computer technology learning and arrangements should be made to overcome these deficiencies in the field.

Keywords: Computer, healthcare, university student

Presentation Language: Turkish

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Oturum 4. Dijital Oturum: Healthcare Management
Oturum Başkanı Prof. Dr. Ayşegül Kaptanoğlu

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INVESTIGATION OF HEALTH MANAGEMENT IN THE MUNICIPALITIES IN TERMS OF ORGANIZATIONAL STRUCTURE

Turgut ŞAHİNÖZ [1]
Saime ŞAHİNÖZ [2]

ABSTRACT

Problem of the Study: Provincial and metropolitan municipalities in our country offer many services in the field of health, but there is no standard in both the services provided and in the management structure.

Purpose of the Study: This study is a cross-sectional descriptive study planned to examine the provincial municipalities in our country in terms of health management and to make suggestions about how an ideal health management structure should be.

Method: The data of the research was obtained by scanning the websites of 81 provinces. The organizational charts on the websites and information about the services provided constitute the main data source. Information not available on the website was obtained by telephone.

Results: There are 51 provincial municipalities and 30 metropolitan municipalities in our country. These municipalities offer many health-related services either as their legal duties or voluntarily. However, when examined in terms of health management; it is seen that municipalities do not have a standard structure. While 30.0% of metropolitan municipalities have “health department”, 33.3% have “health and social services department”. However, it has been determined that other metropolitan municipalities (36.7%) do not have a health department, and health-related units are generally under the environmental department. It has been determined that there is a department called “community health department” in a metropolitan municipality. However, it has been observed that a metropolitan municipality does not have a unit at the health department level. When all 81 provincial municipalities are examined in terms of health management; The most frequent branches in the organizational structure to provide health-related services in municipalities are as follows: Veterinary (82.7%), social work (82.7%), cemeteries (61.7%), environmental health (49.4%), health (48.1%), family and women (39.5%), disabled people (22.2%), waste management (21.0%) and occupational health and safety (19.7%).

Conclusions: As a result; it is suggested that the municipalities in charge of providing health-related services should have a standard organizational structure and an ideal organizational structure should be demonstrated through detailed research to be able to offer these services in the highest quality.

Keywords: Health Management, Municipality, Metropolitan

Presentation Language: Turkish

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A REVIEW INTO THE EFFECTS OF MIGRATION PROCESS ON HEALTHCARE SERVICES IN TURKEY

Erdal EKE [1]
Osman ÇÖLLÜ [2]
Mehmet ŞENGÜL [3]

ABSTRACT

The Problem of the study: Migration may result from many reasons such as wars, natural disasters, hunger, droughts, and desire for finding a new homeland as well as seeking solutions to the health problems and so on. Turkey, which has been forced to host an estimated 4 million Syrian refugees, ranks first among the countries most affected by the mass migration. This sociological reality has had a direct impact on public services offered in Turkey, and surely health care services prove to be one of these areas.

The Purpose of the Study: To evaluate the effects of migration and refugee phenomena on health care delivery organization, access to the health services, economic indicators, as well as prevalence and incidence of the diseases.

Method: For this study, literature review method was adopted. In this context, an extensive literature research was conducted for the related studies, and the required data were retrieved from the official sources.

Finding and Results: Migration process has not only affected the health statistics and delivery of health care services in Turkey but also led to the changes in the course and incidence of the diseases. To illustrate, the diseases such as leishmaniasis, measles and tuberculosis, which had started to disappear almost completely in Turkey thanks to the vaccination campaigns, showed an increase again. Polio has also reappeared. Furthermore, public health expenditures also increased significantly, and health care expenditures for refugees and asylum seekers reached almost half of the total expenditures. This has affected the prospect of health care services in Turkey negatively.

Keywords: Migration, Healthcare Services, Refugee, Incidence, Public Health Expenditures

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AN ANALYSIS OF ORTHOPEDIC SURGICAL SERVICES PROVIDED TO SYRIAN REFUGEES IN A HEALTH CENTER AWAY FROM THE SYRIA DISTRICT

Sevda UZUN DIRVAR [1]

Ferdi DIRVAR [2]

Haşim ÇAPAR [3]

Yusuf BAKTIR [4]

ABSTRACT

Purpose: The aim of this study was to evaluate the demography, clinical features and invoice amounts of Syrian refugee patients who were operated in an orthopedic and traumatology clinic of a healthcare institution far from the Syria district region.

Method: For this purpose, 329 Syrian patients who underwent surgery in the field of orthopedics and Traumatology between June 2011 and 2018 were enrolled in the study. The records of Syrian refugees have been retrospectively examined.

Findings: Male applicants (76.3%) were more than females (23.7%). It was observed that the highest number of applications were in the field of microsurgery (21.3%), followed by trauma (20.7%) and pediatric orthopedics (14.6%), respectively. Including the non-emergency trauma patients, 90% of the patients underwent elective surgeries while 10% underwent emergency surgeries. It was determined that the average invoice amount was 4987 TL (min: 207 TL, max: 87541 TL) and the highest cost was in the field of vertebral surgery (average 19384 TL). The rate of emergency applications has shown a significant increase in 2016 and later (2016-2017-2018) compared to 2015 and before .

Conclusion : The main Syrian refugees patient profile of the health centers far from the war zone is composed of elective cases and their costs.

Keywords: Refugees, Syria, Access to Health Care, Orthopedic Surgical Procedures, Demographic Analysis, Hospital Cost

Presentation Language: Turkish

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DETERMINING THE QUALITY OF WORK LIFE OF PHYSICIANS AND NURSES AND THEIR INTENTION TO QUIT

Hanife TIRYAKI ŞEN¹
Handan ALAN²
Fatma DEMİRKAYA³
Ece UYSAL KASAP⁴

ABSTRACT

Introduction: it is envisaged that poor quality of work life may lead to increased intention of employees to quit and decrease the quality of the services they provide.

Objective: the aim of this study was to determine the quality of work life and the intention of leaving work of nurses and physicians, and to determine the relationship between socio-demographic characteristics and quality of work life and intention to leave work.

Method: The universe of the research was created by all the nurses and physicians working in a public hospital in Istanbul. A total of 1191 people were employed in this hospital, including 533 nurses and 658 physicians. We tried to reach the entire universe without resorting to sampling. 140 nurses and 104 physicians were evaluated (n:244, 20.4%) who agreed to participate in the study and filled the data collection tool. The data collection tools are the introductory fact sheet, the work quality of life scale, and the intention scale to leave work. Descriptive analyses (number, percentage, average, standard), Pearson Moment bidirectional correlation analysis and internal coherence analysis (cronbach Alpha) were used in the analysis of the data. The results were evaluated at the level of significance $p < 0.05$.

Results: The majority of the participants in the study were nurses (57.4%). The average age of all participants was 31.78 ± 8.24 years. The majority of respondents were female (69.7%), Bachelor's degree (51.2%) and married (52.0%). The mean duration of professional experience was 8.82 ± 8.49 years and corporate experience was 5.16 ± 5.89 years. The participants' work life quality total score average was 2.66 ± 0.62 , while the highest lower dimension score average was in the lower dimension of "stress in work life" (3.06 ± 0.91). Participants' intention to quit was also found to be 3.02 ± 1.16 points. There is a negative, moderate and statistically very significant relationship between the quality of work life and the intention to leave work ($r: -0.552$, $p < 0.001$).

Conclusion: The poor quality of the work life may cause the employees' intention to quit and the quality of their services to decrease. In this context, it is recommended to support the work environments of the employees.

Key words: Quality of work life, intention to leave work, physician, nurse

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Oturum 4. Dijital Oturum: Healthcare Management
Oturum Başkanı Prof. Dr. Ayşegül Kaptanoğlu

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LEADERSHIP STYLES OF WOMEN MANAGERS ACCORDING TO PERCEPTIONS OF HEALTH WORKERS

Nursel AYDINTUĞ MRYVANG¹
Naciye SEYMENOĞLU TORPİL²

ABSTRACT

The Problem of the Research: The effect in social and economic changes in the world, including Turkey, are shaping the status of women in the society and has led to an increase of their participation in the labour force. The participation of women in healthcare sector is quite high. But women are mostly utilise as service providers. It is generally accepted that the work environment and the economy of a business entity, will improve with more women in the top management. It is difficult to see why an organization should not activate some of the most talented brains, because they are women, to make innovations and further developments, in order to progress. Therefore It is important to find out the perception of healthcare providers on their female leaders in order to improve the participations of female leaders and managers in Healthcare sector.

Purpose of the Research: The aim of this study, is to determined and evaluate the extent, on how the health workers perceive the female characteristics, of their female leaders and managers.

Method: The research was carried out in Istanbul at the Biruni University Research, Medicine and Medicana Hospitals with the participations of Two hundred and thirty-two hospital workers and managers. In this descriptive study the aim is to determine the leadership style of female managers, based on a multi-factor leadership theory, under the headings of Autocratic, Democratic, Liberating, Transformational and Transactional leadership style and to determine the differences in leadership styles. The data was analysed based on SPSS 24.0.

Findings and Results: Based on the gender distribution of the participants, it is observed that 74.6% of them are female and 25% of them are male. Considering the education situations of the participants, 27.6% of them are college graduate and 20.7% of them are undergraduate degree 50% of the participants work in Biruni University Hospital, 18.1% in Medicana hospital, 31.9% in Medicine Hospital. There is no significant relation between autocratic leadership and demographic characteristics (gender, age, work experience). There is a significant relationship between transformational leadership and demographic characteristics. There are differences between health institutions with high Autocratic leadership perception and health institutions with high Democratic leadership perception. In health institutions, where the perception of democratic leadership is high, the employees believe that their knowledge and skills are valuable. In health institutions, where the perception of autocratic leadership is high, the knowledge and skills of employees are less important, efficiency of employees are more important and the communication channels between employees and managers are low. In health institutions, where the perception of transformational leadership is high, employees have high degree of trust in their management to their managers. Responses to liberating leadership and transactional leadership items were found to be unreliable, so they were not included in the study.

Keywords: Leadership Perception, Female managers, Health Sector

Language of the Presentation: Turkish

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THE EFFECT OF ADMINISTRATIVE PERSONALITY ON THE ADMINISTRATIVE ROLLERS IN HOSPITAL MANAGERS

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Haydar SUR [2]
Didem SÖYLEMEZ SUR [3]
Zeynal Abidin KOCADAĞ [4]

ABSTRACT

Problem of Research: In this study, the effects of the management personality on the roles of the manager are made to reveal them.

Purpose of the Study: The purpose of the research is to investigate the effect of personality types on the roles of managers who work in various positions in the hospital and to reveal whether personality types and manager roles are related.

Method: The research is observational and cross-sectional and descriptive. The method of the study is a questionnaire application, which is one of the quantitative research methods. 3 types of question scales were used in the study (demographic questions, five-factor personality inventory and executive roles scale).

Findings: It was observed that there was no difference between the level of education, the roles of managers and personalities, and when the majority of the managers were women, when evaluated by gender, women scored higher in leadership dimension than men. In addition, the emotional balance of the people working in the private sector in the emotional balance dimension is higher, and the role of the entrepreneur from the executive roles of the public managers is more prominent than the managers working in the private sector.

It was concluded that the role of spokesperson among the executive roles is higher among the managers working in the private sector. This is an indication that the private sector is more inclined to stretch the job descriptions working in serving the general interests of the organization, according to the public.

Keywords: Personality Types, Executive Roles, Executive Roles in Hospitals

Presentation Language: Turkish

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A RESEARCH ON THE SATISFACTION OF POLYCLINIC PATIENTS: A CITY HOSPITAL EXAMPLE

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Sıddıka ÇAM [2]
Ramazan ERDEM [3]

ABSTRACT

Problem of Research: Patient satisfaction is an important criterion in the evaluation of health services. Feedbacks from patients are also important in improving the quality of healthcare services. City hospitals are starting to provide healthcare organizations with a new concept in Turkey in the last few years. Determining the satisfaction levels of patients receiving services from city hospitals is important in terms of evaluating the service quality of these new hospitals.

Purpose of the Study: The aim of this study is to examine the satisfaction levels of the patients receiving services from the polyclinics of the city hospitals and to determine whether the satisfaction levels differ according to the socio-demographic variables.

Method: The population of the research is approximately 240.000 people residing in Isparta city center. By convenience sampling from the population, 218 people who received polyclinic service from the city hospital were reached. As a data collection tool, the questionnaire developed by Önder (2019) was used and demographic and open-ended questions were added to the questionnaire by the researchers. The data were analyzed by entering the SPSS program.

Findings: In the research, patient satisfaction was analyzed in two dimensions as “physical environment satisfaction” and “personnel satisfaction” by factor analysis. Satisfaction level in both dimensions was found to be around 4 (high). Male's satisfaction levels were higher than female. In both dimensions, the level of satisfaction increased as the age progressed, and the level of satisfaction decreased as the level of education increased. It was determined that income has no effect on satisfaction.

Keywords: Patient satisfaction, city hospital, service quality

Presentation Language: Turkish

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A RESEARCH ON RATIONAL DRUG USAGE AWARENESS

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Hasan Fehmi DEMİRCİ [3]

ABSTRACT

Problem of Research: The increase in the aging population, the proliferation of chronic diseases, and easy access to drugs are among the reasons for consuming high amounts of drugs. In addition, the information about the drug affects the rational use of the drug in cases such as how and how the drug is used. The problem of this study is how much individuals pay attention to the properties of the drug while using the drug and how much they consume the drugs rationally.

Purpose of the Study: This study in Turkey was also made to measure the awareness of people living in the 18-65 age range, rational drug use.

Method: This study was conducted by administering questionnaires to the participants in the 18-65 age range living in Turkey. The online survey method was used to reach the questionnaire. The questionnaire is taken from the master thesis prepared by Çiçek (2012) in 2012. The survey consists of 3 sections. In the first part, demographic data, in the second part there is a conscious and prescription drug use information form, in the third part there is a health belief scale related to drug use.

Findings: According to the findings of the study, age, marital status, education and income level did not have any effect on the rational use of drugs, but social security was a significant difference in individuals' rational use of drugs. 76.9% of the participants evaluated in the scope of the study consisted of individuals with social security and it was concluded that they act consciously about drug use. 29.6% of the participants stated that they did not use over-the-counter drugs and these individuals were found to be more rational about drug use than non-prescription drugs. The fact that 70.4% of the participants were taking over-the-counter medication revealed that they were not conscious enough about drug use. Individuals need to be made aware that the use of medications that can only comply with their own treatment is correct. Attempts should be made to raise public awareness of rational drug use.

Key Words: Population, Disease, Drug, Rational Drug Use

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A RESEARCH ON THE RELATIONSHIP BETWEEN NOMOPHOBIA AND VIRTUAL RECORDING IN HEALTH ORGANIZATIONS

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Esental GÜLEÇ [2]
Suat PEKER [3]
İbrahim Halil CANKUL [4]

ABSTRACT

Problem Statement of the Research: Does nomophobia features within the healthcare institutions have an impact on virtual slack in the workplace? What is the degree of this effect between a particular public and a private hospital?

Purpose: The purpose of this research; The determination of the effects of nomophobia employees on virtual losing attitudes in healthcare workers and comparing these effects between a certain public hospital and a private hospital.

Method: Nomophobia in the first part of the study and virtual slacking in the second part were examined. In the third section, the data obtained from the questionnaires applied to the healthcare professionals working in the City Education and Research Hospital and Private Medline Hospital in Adana Province Region were analyzed. The universe of the study consists of a total of 489 healthcare professionals. In the study, "Simple random (random) sampling" method was used.

Two scales were used in the research as a data collection tool. Firstly, the 20-item "Nomophobia Scale" developed by Yildirim and Correia and prepared as a 7-point Likert was used. Secondly, "Virtual Slacking Scale" developed by Blanchard and Henle (2008) was used. Independent T Test was used in the public and private sector comparisons of the obtained results.

Results: 324 public and 165 private sector health workers participated in the research. In the statistical analysis, Cronbach's Alpha Value was found to be = 0.946 for all questionnaire questions. When the results of the hypothesis based on comparing the effect of nomophobia features on virtual slacking on healthcare workers, it was seen that it had a significant effect.

Keywords: Nomophobia, Virtual Slacking, Hospital, Health Institution

Presentation Language: Turkish

[1]
[2]
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PRIVATE HEALTH ORGANIZATIONS INSPECTION, POSSIBLE CRISIS AND WAYS OUT OF THE CRISIS

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ABSTRACT

The Problem of the Study: Health institution supervision and communication problems that may occur under this supervision and the crisis situations resulting from these can be minimized? If this situation is encountered, which ways can be used to manage the crisis?

The Purpose of the Study: In the study, while the legal rights and duties of the inspector in the undesirable situations such as the control of the inspector, the prevention of the control, the storage of information and documents, the confrontation of the controllers with the personal conflict and the threat of them, the general solution evaluations approaches were mentioned.

Method: Literature review and evaluation as a method of study. In addition, the working environment of the health institutions who applied to the opinions of employees who were expressed in general.

Findings and Results: In order to ensure effectiveness in the inspection and to avoid possible crisis situations and reactions, the inspectors were dealt with before, during, and after the inspection. In order to prevent possible crisis situations and to minimize the response to the inspection, these behaviors that the supervisor should exhibit will contribute to shaping the inspection environment in a way that is free of tension and suitable for the purpose of the inspection, even if it does not completely eliminate the reactions.

In the successful conduct of inspection services, the place of perception is really large. In the case of compliance with the role perception of the parties, development and positive results can be expected.

Keywords: Health Service, Inspection, Solution

Presentation Language: Turkish

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NETNOGRAPHIC INVESTIGATION OF WHATSAPP GROUP WHICH HEALTH MANAGERS ARE MEMBER

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ABSTRACT

Problem of the research: Communication is not only established face to face. It is not possible to ignore the relationships established in virtual environments in terms of social sciences. Today, people create virtual groups by making use of the opportunities of information and communication technologies and the need for communication about daily life is met by sharing within these groups. In Turkey, health management emerged as the most comprehensive set of related fields, and in which there are people interested in the health management "Health Management Family" Examination of the shares of is WhatsApp group is important in terms of keeping track of the agenda of health management in Turkey.

The aim of the study: In this study, the group description "All our colleagues trained health management information and communication resources in Turkey" of the Family Health Management shares WhatsApp group aimed to investigate netnographic.

Method: Netnography is a discovery tool that examines cyber cultures and virtual communities that occur in internet-based environments. A total of 252 members of WhatsApp group, including health management academics, industry representatives and people who are interested in the Health Management Department, who are not from the health management profession, were analyzed by content analysis from netnography and qualitative methods between 01.01.2020 and 31.01.2020.

Findings: An average of 34 messages are shared daily in the WhatsApp group with 252 people. 55% of these shares made within a month were sent by the group manager. When the hours of the shares were examined, it was observed that it was 60% during the day (between 08.30-20.00), 32% in the evening hours (between 20.00-23.59) and 8% in the late night (between 23.59-08.29). The purpose of the posts is response / answer with 42%, namely bilateral talks and emojis, informing with 28%, welcoming with 5%, that is, saying "Welcome" to newcomers to the group, questioning and answering 4% information, 3% Health Management section problems, It was classified as 3% emotion sharing, 2% asking for a request, 2% greeting, and finally 11% other. When looking at the content of the messages, 3 main categories emerged. The first category is classified as "general agenda" (earthquake, new coronavirus, etc.), the second category is "agenda related to health management" (congress announcements, health management students' problems, hospital activities etc.) and the third category is "personal speeches". In the sharing, the activity of the group manager and the coordination skill of all groups stand out.

Keywords: Netnography, Health Management, WhatsApp

Presentation Language: Turkish

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A RESEARCH ON THE DETERMINATION OF SIBERCHONDRIA LEVEL OF HEALTH MANAGEMENT STUDENTS

Nezihe TÜFEKÇİ [1]
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ABSTRACT

Problem of Research: With the development of technology, it is seen as an important problem that the individual starts to feel fear and anxiety as a result of researching the findings that he sees or feels in his body from anonymous sources on the internet and believing that he or she will be sick. This situation is explained as Cyberchondria.

Purpose of the Study: In this study, it was aimed to evaluate the sensitivity of students who are thought to use the internet actively against the Cyberchondria Scale.

Method: This study was carried out using a cross-sectional survey. The Cyberchondria Severity Scale of McElroy and Shevlin (2014) was used as data collection tool in the study. 264 students participated in the study and the results of the survey were analyzed with SPSS.

Findings: As a result of the research, the average scores of the participants were higher than the required scores. It was seen that although the participants used the internet in the face of the symptoms they suspect, they trusted the physician at the last stage.

Keywords: Cyberchondria, Internet, Health Management Department Students

Presentation Language: Turkish

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THE EFFECT OF MANAGERIAL BEHAVIORS ON EMPLOYEE SATISFACTION; THE CASE OF HEALTHCARE EMPLOYEES*

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ABSTRACT

Research Problem: Do the behaviours of the managers in health institutions have an impact on employee satisfaction?

Aim of the Study: The aim of this study is to examine the effect of the behaviours exhibited by managers working in health institutions on employee satisfaction. As a result of the study, the level of satisfaction of the employees in the examined institution, the behaviours exhibited by the managers, the positive or negative effects of the manager's behaviour on the employees, what type of managerial behaviour affects the employees more and what the ideal types of managerial behaviour are.

Method: In this descriptive study, quantitative research design was used. In data collection, Minnesota Satisfaction Questionnaire, developed by Weiss et al. (1967) and adapted to Turkish by Baycan (1985) and Management Behaviors Scale of Managers scales developed by Terzi and Kurt (2005) were employed. The study was carried out by using face-to-face survey technique on 261 staff working in Kırşehir Training and Research Hospital and agreeing to participate in the research. The data were analyzed using SPSS22 program. Descriptive statistics, independent t-test, one-way analysis of variance, correlation and regression analysis were performed on the collected data.

Results and Conclusion: It was observed that there was a positive relationship between the satisfaction levels of the employees and their satisfaction with their managers. It was understood that satisfaction arising from managerial behaviour varies in terms of socio-demographic variables such as gender, age and time worked in the institution. It was also observed that there is a significant relationship between democratic manager behaviours and employee satisfaction at a rate of 0.73 and that democratic, that is, participatory manager behaviour is a factor that can explain employee satisfaction at a rate of 0.45 alone. It was concluded that democratic manager behaviours were positive, indifferent manager behaviours and authoritarian manager behaviours negatively affect employee satisfaction. It is considered that managerial behaviours are an important factor affecting employee satisfaction, and the development of managerial behaviours will positively affect employee satisfaction and motivation, and as a result, the quality of healthcare provided will increase.

Keywords: Healthcare Professionals, Employee Satisfaction, Managerial Behaviours, Motivation.

* This study was prepared as a preliminary study of the master's thesis.

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A REVIEW ON THE HISTORICAL DEVELOPMENT OF HOSPITALS ESTABLISHED DURING DISASTERS

Hacer CANATAN [1]

ABSTRACT

Problem of Research: History has shown us from past to present that many hospitals are located in areas with natural hazards and lose their safety and functions when events occur. A hospital out of service fails to serve approximately 200,000 people. Failure to provide emergency services during disasters significantly reduces the likelihood of saving lives and treating other health problems. Failure to provide health services for a long period of time causes an increase both in loss of lives and in indirect losses when we consider health costs. The effectiveness of the services provided in hospitals has been determined in terms of all healthcare professionals.

Purpose of the Study: In this study, it is aimed to present the processes that have been experienced during the disasters from past to present by addressing the hospitals established during the COVID-19 pandemic including positive and negative aspects and to offer suggestions about providing health services smoothly.

Method: This study is based on the data analysis on the agenda with the secondary data analysis method explaining the hospitals formed in extraordinary events. The data of the study, which is of descriptive type, have been obtained by analyzing national / international reports and documents and by scanning documents from electronic databases and printed sources published in the past. The present study is a document analysis study based on the examination of reports.

Findings: Providing health services in hospitals established during disasters experienced has played a vital role. Keeping the hospitals functioning in case of emergencies and disasters has prevented the adversity experienced from turning into a bigger disaster; thus, the health, social, economic and environmental well-being could be positively affected, and the survival and well-being of the survivors could be preserved. In this section, examples from the studies conducted in our country and from the world literature will be presented. At the end of the research, reasonable suggestions will be made regarding the approaches to the problems encountered.

Keywords: Disaster Management, Hospitals, COVID-19 Corona virus

Presentation Language: Turkish

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EVALUATION OF THE EFFECT OF TEAM WORK ON THE PERFORMANCE OF THE PHYSICAL TREATMENT UNITS

Müşerref SEDEF [1]

ABSTRACT

Problem of the Study: Rehabilitation services in health institutions and organizations; is carried out jointly by many healthcare professionals such as Physical Therapy and Rehabilitation Physician, Physiotherapist, Occupational Therapist, Specialist Educator, Nurse, Psychologist, Language-Speech Therapist, Social Worker, Nutritionist. If any one or more of the occupational staff in the rehabilitation team attempts to do their jobs or act individually in regards to economic concerns, occupational follow-up, and difficulties in recruiting staff, and performance is then expects a decrease in the quality of the rehabilitation units.

The Aim of the Study: It was carried out to determine whether the Physical Therapy and Rehabilitation Units in the health institutions or organizations operating in the province of Istanbul are operating as a team, and to investigate the effect of team work on unit performance.

Method: This work; is an examination of twelve (12) rehabilitation units selected as volunteers and random. These case studies focuses on the year 2019 and how the private health institutions and organizations operated in Istanbul. The method of obtaining data was giving questionnaires to a total of 30 employees and 48 patients, 15 working individually and 15 working individually participants.

Findings and Results:The result of this study; was determined that the patients who were treated by the rehabilitation staff working as a team had higher patient satisfaction, lower costs to the health institution and shorter rehabilitation times. Whether the results found are statistically significant; the difference between the two averages was tested with the significance test, and it was concluded that their team work increased the rehabilitation performance and quality because the results found were greater than $\alpha: 0.05$ error and $(n_1 + n_2) - 2 = 28$ table value.

Keywords: Rehabilitation Unit, Team Work, Performance.

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ÖZET

Çalışmanın Sorunu: Sağlık kurum ve kuruluşlarında rehabilitasyon hizmetleri; FTR. Hekimi, Fizyoterapist, İş-Uğraş Terapisti, Özel Eğitimci, Hemşire, Psikolog, Dil- Konuşma Terapisti, Sosyal Çalışmacı, Diyetisyen gibi birçok sağlık meslek elamanınca ortaklaşa gerçekleştirilmektedir. Rehabilitasyon ekibinde yer alan meslek elamanlarından herhangi bir veya birkaçının ekonomik kaygılar, meslek taassubu, personel teminindeki güçlükler gibi sebeplerle diğer tüm meslek elamanlarının işlerini üstlenerek, yapmaya çalışması veya bireysel hareket etmesi rehabilitasyon ünitelerinden beklenen performans ve kalitenin düşmesine neden olabilmektedir.

Çalışmanın Amacı: İstanbul ilinde faaliyet gösteren sağlık kurum veya kuruluşlarındaki FTR. Ünitelerinin takım halinde faaliyet gösterip göstermediklerinin tespiti edilmesi, takım çalışmasının ünite performansına etkisinin araştırılması amacıyla yapılmıştır.

Yöntem: Bu çalışma;2019 yılında İstanbul'da faaliyet gösteren özel sağlık kurum ve kuruluşları arasından gönüllülük esas ve tesadüfi yöntemle seçilen 12 rehabilitasyon ünitesinin kayıtlarının tetkiki, takım çalışması ruhuna uyarak çalışan 15, bireysel çalışan 15 olmak üzere toplam 30 çalışan ve 48 hastaya anket uygulanması yöntemiyle gerçekleştirilmiştir.

Bulgular ve Sonuçlar: Çalışma sonucu; takım halinde çalışan rehabilitasyon personeline tedavi edilen hastaların hasta memnuniyetlerinin daha yüksek, sağlık kurumuna maliyetlerinin daha düşük ve rehabilitasyon sürelerinin daha kısa olduğu belirlenmiştir. Bulunan sonuçların istatistiki olarak anlamlı olup olmadıkları iki ortalama arasındaki farkın anlamlılık testiyle test edilmiş, bulunan sonuçların $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2=28$ tablo değerinden büyük olması nedeniyle takım çalışmasının rehabilitasyon performans ve kalitesini artırdığı sonucuna varılmıştır.

Anahtar Kelimeler: Rehabilitasyon Ünitesi, Takım Çalışması, Performans.

1. Giriş

İşletmeler mal ve hizmet işletmeleri olarak ikiye ayrılmaktadır. Mal üreten işletmeler; seri üretim, devamlı üretim, sipariş üretim gibi seçtikleri üretim yöntemlerinin hemen hepsinde çalışanlarını bir veya en fazla birkaç üretim faaliyetini gerçekleştirmek üzere üretim bandında görevlendirmektedir. Çalışanlar kendi yaratıcılıklarını kullanmadan sadece üstlerinden aldıkları emir ve talimatlara göre üretim yapmaktan hoşlanmasalar da mal üreten çoğu işletmede, yönetim faaliyetlerini üst üste ilişkisi kapsamında üst yönetim planlayıp denetleyerek işçilerini yönetsel süreçlere katmamaktadır. Bu da verimlilik ve etkililiği önemli oranda etkilemektedir.

Sağlık hizmetleri üreten işletmelerinde; üretiminin kişiselliği, stokun olması, ileri teknoloji kullanımı, daha kalifiye personel çalıştırılması gerekliliği, kontrol, denetim ve ölçülebilirliğinin farklılığı gibi özellikler nedeniyle mal üreten işletmelerden ayrılmakta, çalışanların yönetsel süreçlere katılımı zorunlu hale gelmektedir.

İster imalat işletmesi isterse sağlık işletmesi olsun; rakipleriyle rekabet edip para kazanabilmek için sahip oldukları bina, donanım, emek ve sermaye kaynaklarını en iyi şekilde kullanmak için her türlü yönetsel, teknolojik, ekonomik tedbiri alarak verimlilik ve etkililiği artırmak zorundadırlar.

Sağlık hizmetleri koruyucu, tedavi edici ve rehabilite edici hizmetler olarak üçe ayrılmaktadır. Koruyucu sağlık hizmetleri çoğunlukla kişilerin kendi yakın ve uzak çevresinde, tedavi edici sağlık hizmetleri sağlık kurum ve kuruluşlarında, rehabilitasyon hizmetleri de tedavi edici sağlık hizmetleri gibi sağlık kurum ve kuruluşlarında oluşturulan fizik tedavi ve rehabilitasyon birimlerinde rehabilitasyon ekibi tarafından sunulmaktadır.

Rehabilitasyon ekibinde; FTR. Hekimi, Fizyoterapist, Ergoterapist, Özel Eğitimci, Hemşire, Psikolog, Dil-Konuşma Terapisti, Sosyal Çalışmacı, Diyetisyen gibi birçok sağlık meslek elamanı görev yapmaktadır.

Günümüzde işletmeler; kaliteli ve ekonomik mal ve hizmet üretip satarak maksimum kar elde edilmek amacıyla farklı meslek, yetenek, eğitim ve beceriye sahip çalışanlarından oluşturdukları ekipleri, işletme faaliyetinin her aşamasında yönetsel karar alma süreçlerine katarak ekip üyelerinin yaratıcı görüşlerinden faydalanmak suretiyle kaliteli ve daha ucuza üretim yaparak rakiplerinin önüne geçebilmekte ve hatta pazara hâkim olabilmektedir. Bu hem mal hem hizmet işletmelerinde oluşturulacak takımların işletme faaliyet ve üretimlerine katkıları yadsınmaz.

1.1. Ekip (Takım) Çalışması Nedir?

Belirli amaçlara ulaşmak için bir araya getirilen insan guruplarına takım, takım üyelerinin farklı beceri, eğitim ve fikirleri ile yaratıcı yetenek ve bilgilerinden yararlanarak yapılan çalışmaya ise takım çalışması denilmektedir.

Takım genellikle spor ve oyun gibi çeşitli alanlarda kullanılan bir kavramdır. İş dünyasında ise bir çalışanın tek başına yapması zor, hatta imkânsız olan iş ve projelerde görevli guruplar ekip kavramını kullanmaktadırlar.

1.1.1. Bir Gurubun Takım Olarak Nitelendirilebilmesi İçin Gereken Özellikler:

Bir çalışma veya projeyi gerçekleştirmek için oluşturulan personel gurubunun ekip olarak nitelendirilebilmesi için bazı şartlar gerekmektedir. Bunlar;

1.1.1.1. Ortak Amaç: Takım olabilmeyin ilk adımı; üyelerinin ortak kararıyla herkesin anlayacağı ortak amaçlar belirlenip, üyelerin bu amaçları gerçekleştirmek için aynı yöne yöneltilmesiyle atılır.

1.1.1.2. Ekip Üyeleri Arasındaki Uyum (Takım Ruhü): Takım üyelerinin birbirleri ile uyumlu olması çok önemlidir. Bir kişinin bile uyumsuz olması takım ruhuna ve dolayısıyla takım başarısına zarar verebilmektedir. Takım üyelerinin tümünün yaptıkları işin çözümüne odaklanarak aynı konuda düşünmesi, çözüm yolları üretmesi ve çaba göstermesi takım uyumu (takım ruhu) olarak nitelendirilebilir. Takım Ruhü; tüm takım üyelerinin işin yapılması için aynı yönde faaliyet göstermesi, düşünmesi, çözüm üretmesi, tek ruh, tek fikir tek birey olması demektir.

Görevleri içerisinde yer alan işleri yapmayarak kurumun zararına yol açan bir memurun; nedeni sorulduğunda “bu işten haberi olmadığı, yapılması için kimseden talimat almadığı” gibi mazeretler ortaya koyması memuriyetle bağdaşmayacağı gibi, doktor istem yazısında sağ bacağına tedavi yapılması istenmişken fizyoterapistin “hasta ses çıkarmadı” gerekçesiyle sol bacağına tedavi uygulaması takım uyumuyla bağdaşmaz.

Yavuz Sultan Selim Han’la Hasan Can arasında geçen diyalog takım uyumunun en güzel örneklerinden biridir. “Mısır seferine çıkacakları gün Sultan ve maiyetindekiler kayıkla Üsküdar’a geçerler. Nedendir bilinmez Sultan, yoldaşı, sırdaşı musahibi Hasan Can’a takılır: □Yumurta sever misin?□ -Bre Hasan Can kahvaltı yaptın mı? Hasan Can cevap verir; -Beli (evet) sultanım! -Yumurta seversin değil mi? -Beli sultanım! *** Aradan aylar geçer. Yollar, muharebeler, insanlar, şehirler... Nihayet Mısır seferi de biter. Sultan Selim Han kumandasındaki Osmanlı ordusu İstanbul’a gelirler... Şimdi yine Sultan ve Hasan Can sandaldadırlar. Ama bu kez yönleri Sarayburnu’nadır. Sultan ansızın Hasan Can’a döner; -Nasıl bre? □Rafadan sultanım!□ Cevap ışık hızıyla gelir: -Rafadan sultanım! (Tülek, 2003) Bu ruhla Osmanlı ordusu aşılmaz çölleri aşmış yenilmez orduları yenmiştir.

1.1.1.3. İşbölümü ve İş Planı: Ekipte yer alan her üyenin ne iş yapacağı eşit ve adil bir şekilde ayrı ayrı belirlenmelidir. Belirlenen amaçlara ne kadar sürede ve hangi aşamalardan geçilerek ulaşılabileceği ayrıntılı olarak planlanıp yazılı olarak üyelere bildirilir.

1.1.1.4. Ekip Kuralları: Takım uygulanacak kurallar belirlenerek üyelere bildirilmelidir.

1.1.1.5. Farklı Görüşler: Belirlenen hedeflere ulaşmada birden çok yol bulunabilir. Önemli olan çözüme ulaşabilmek için bu yollardan hangi veya hangilerinin seçilmesine karar verileceğidir. Takımda değişik çözüm yolları önerebilecek farklı sesler yükselirse daha verimli ve ekonomik çözüm yolları ortaya çıkacaktır. Bu sebeple takımda her görüşten üyelere yer verilmelidir.

1.2. Ekip (Takım)ile Gurup Arasındaki Fark Nedir?

Gurup üyeleri arasındaki ilişki işbirliği ilişkisi vardır, bir lidere gereksinim bulunmaktadır. Takım üyeleri için ise işbirliği net bir amaca ulaşmak için sadece bir araçtır. Takım liderlerden ve üyelere oluşur. Üyeler kendi uzmanlık alanıyla ilgili faaliyetlerde takıma ayrı ayrı liderlik yaparlarken guruplarda lider ya hiç yoktur ya da tek bir lider vardır o da değişmez.

Takım liderliği; yorulan kazların takım liderliğini kendisinden sonra uçan kaza bırakarak en arkaya; üyeliğine geçmesine benzetilmektedir. Kazların uçuş sırasında gerçekleştirdikleri bu liderlik değişimi ilişkisi fizik tedavi ekibine şu şekilde uygulanabilir.

Genellikle Fizik Tedavi Hekimi, rehabilitasyon, beslenme, işitme konuşma tedavisi(vb.) konularda benim de eğitim ve bilgim var diye takım liderliğini ekipte yer alan diğer meslek elamanlarına bırakmamakta FTR. sürecini gurup çalışması şeklinde sürdürmektedir.

Oysa tedavi ekibinde yer alan Fizik Tedavi Hekimi teşhis ve tedavide takım lideri olarak görev yapar, rehabilitasyon sırasında fizyoterapist, konuşma tedavisi sırasında işitme konuşma terapistine, beslenme tedavisi sırasında diyetisyene, psikiyatri tedavisi sırasında psikologa liderliği bırakır, diğer meslek elamanları görevlerini yaparken tedavi ekibinin bir üyesi olarak çalışmasına devam ederse ekip çalışması şeklinde daha etkili ve verimli bir FTR. Hizmeti üretilecektir.

1.3. Takımların Kendini Yönetmesi

Kendini yöneten takımlar (self-managed teams),grup düzeyinde uygulanan ve felsefe olarak iş zenginleştirme tekniğine benzeyen bir iş dizayn tekniğidir. Bazen özerk çalışma grupları kavramı ile de ifade edilen bu takımlar, ekibe dayalı iş dizayn tekniği olarak adlandırılmaktadır. (Uyargil. C. 2008). Kendini yöneten takımlar, genellikle 15-20 üyeden oluşan, çalışma faaliyetlerinin planlanması ve yürütülmesine ilişkin kararları kendi kendine alan, üyeler arasında yüksek etkileşim olan küçük gruplar olarak tanımlanabilir. Esasen görev kuvvetleri (taskforces), proje takımları, kalite çemberleri gibi gruplar kendini yöneten takımlara birer örnektir (Solansky, S. T. 2008).

Bu takımlar, örgütün kendilerine belirlediği sınırlar içinde, kendi kendilerine takımlarının amaçlarını ve görevlerini belirler, takım üyelerini seçerler ve yaptıkları işlerin başından sonuna kadar her aşamasından sorumludurlar. Kendini yöneten takımlara liderlerinin seçimi, çalışma saatlerinin belirlenmesi, grup içi görev

dağılımının yapılması ve takım üyelerinin performanslarının değerlendirilmesi gibi konularda özerklik tanınmıştır (Gürbüz, 2014).

Çoğu yazar; ekip çalışması liderlik tarzı yaklaşımı ile iş başarısının arttığı, işe devamsızlığın azaldığı, iş gören değişim hızının düştüğü görülmektedir. Ekip çalışması, işlerin zenginleştirilmesi ve astların kararlara katılması ile ekip liderliğini daha etkin hale getirecektir (Efil, 2015).

1.4.Ekip (Takım)Çalışmasının Yararları

İş hayatında yaşanan teknolojik gelişmeler uzmanlaşmayı uzmanlaşma ise ekip çalışmasını zorunlu hale getirmiştir. 20. yüzyılın başlarında bir işi sadece bir uzman yapabilirken teknolojik ve otomasyon da yaşanan gelişmeler sebebiyle bir işi birden çok mesleğin birlikte yapmasını zorunlu hale getirmiştir. Takım çalışması şu yararları sağlamaktadır;

1.4.1.1. Ekip (Takım)Çalışmasının Takım Üyelerine Sağladığı Yararlar:

Ekip üyelerinin stres düzeyleri azalır,

Ekip üyeleri fikirlerine önem verilip üretim sürecinde kendi fikirlerinin de uygulandığını göyerek iş tatmin düzeyleri artar.

Takım üyeleri; takım halinde elde edilen iş başarılarının tüm işletme tarafından öğrenilip takımdan söz edilir hale gelmesi ile yeni başarılar kazanmak ve eski başarılarını devam ettirmek için işlerine daha fazla konsantre olurlar.

1.4.1.2. Ekip (Takım)Çalışmasının Yönetime Sağladığı Yararlar:

Verimliliğin artması (Kişi başına üretkenlik),

Maliyetlerin düşmesi,

Karlılığın artması,

Satışların artması sonucu işletmenin mali durumunun iyileşmesi,

İşletme yönetiminin çoğu zamanını alan planlama, örgütleme, yürütme ve gözetim faaliyetlerinin takımlar tarafından icra edilmesiyle stratejik yönetime daha çok zaman ayrılması ve

Yöneticilerin emredici liderlik tarzından yönlendirici liderlik tarzına yönelmesi.

1.4.1.3. Ekip (Takım)Çalışmasının Kurum ve İşletmelere Sağladığı Yararlar:

Kurum ve takım içi iletişimin artması,

Takım ruhunun gelişmesi,

Tüm personelin motivasyonunun artması ve

Sorunların çözümüne yönelik farklı fikirler ve çözüm yollarının ortaya çıkması.

1.5. Ekip (Takım) Çalışmasının Önemi

İşlerin tek personel grubu tarafından yerine getirilmesinin mümkün olmaması nedeniyle Sağlık kurumlarında ekip çalışması zorunludur (Çıraklı, Ü, Çelik, Y, Beylik, U, 2015). Sağlık kurumlarında takım çalışması, yatış süreleri ve maliyetleri düşürdüğü, gelişmiş hizmet sunumunu sağladığı, yüksek hasta memnuniyeti ve çalışan memnuniyetini sağladığı, çalışan motivasyonu ve işbirliğini artırdığı ve faaliyetlerde yenilik yapılmasını sağladığı için çok önemlidir.

2. Çalışmanın Problemi

Rehabilitasyon ekibinde yer alan meslek elamanlarından herhangi bir veya birkaçının ekonomik kaygılar, meslek taassubu, personel teminindeki güçlükler gibi sebeplerle diğer tüm meslek elamanlarının işlerini üslenerek, yapmaya çalışması veya bireysel hareket etmesi rehabilitasyon ünitelerinden beklenen performans ve kalitenin düşmesine neden olabilmektedir.

3. Çalışmanın Amacı

İstanbul ilinde faaliyet gösteren sağlık kurum veya kuruluşlarındaki FTR. Ünitelerinin takım halinde faaliyet gösterip göstermediklerinin tespiti edilmesi, takım çalışmasının ünite performans ve rehabilitasyon kalitesine etkisinin araştırılması amacıyla yapılmıştır.

4. Yöntem

Bu çalışma;2019 yılında İstanbul'da faaliyet gösteren özel sağlık kurum ve kuruluşları arasından gönüllülük esası ve tesadüfi yöntemle seçilen 12 rehabilitasyon ünitesinin kayıtlarının tetkiki, takım çalışması ruhuna uyarak

çalışan 15, bireysel çalışan 15 olmak üzere toplam 30 çalışan ve 48 hastaya anket uygulanması yöntemiyle gerçekleştirilmiştir.

Anket iki bölüm ve toplam 27 sorudan oluşturulmuştur. Anket formunun birinci bölümünde demografik verilere yönelik 5 soru, ikinci bölümünde ise fizyoterapi ekip üyelerinin etkili takım çalışması yapıp yapmadıklarını ölçmek için takım çalışmasında bulunması gereken niteliklerden oluşan toplam 22 soru bulunmaktadır.

Anketle bulunan sonuçların istatistikî olarak anlamlı olup olmadıkları iki ortalama arasındaki farkın önemlilik testiyle test edilmiş, bulunan sonuçlar $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2=28$ tablo değeri ile karşılaştırılmıştır.

5. Bulgular

5.1. Demografik Bulgular

Araştırmanın ilk aşamasında çalışmaya katılan fizik tedavi ekiplerinde görevli çalışanların; cinsiyet, yaş, öğrenim durumu, medeni durum ve ikamet durumuna ilişkin veriler için istatistikî yöntemlerden yüzde analizi yöntemi kullanılmış bulgular Tablo-1'de sunulmuştur.

Tablo 1. Çalışmaya katılan Rehabilitasyon ekibinde yer alan üyelere ait demografik veriler.

	Kadın			Erkek			Fark		
Cinsiyet	19 (%63)			11 (%37)			8 kişi		
Yaş	33			37			4 yaş		
Tahsil Durumu	Lisans	Y.Lisans-Doktora		Lisans	Y.Lisans-Doktora		Lisans	Y.Lisans-Doktora	
	13 (%68)	6 (%32)		9 (%82)	2 (%18)		22 (%73)	8 (%27)	
Medeni Durumu	Evli	Bekâr		Evli	Bekâr		Evli	Bekâr	
	15 (%79)	4 (%21)		8 (%73)	3 (%27)		23 (%77)	7 (%23)	
İkamet Türü	Loj.	Mülk	Kira	Loj.	Mülk	Kira	Loj.	Mülk	Kira
	4 (%21)	6 (%32)	9 (%47)	2 (%18)	2 (%18)	7 (%64)	6 (%20)	8 (%27)	16 (%53)

Tablo 1'den de açıkça görüleceği üzere çalışmaya katılan fizik tedavi ekip üyelerinin;

19'unun (%63) bayan, 11'inin (%37) erkek olduğu, bayan sayısının erkek sayısından 8 kişi daha fazla olduğu,

Bayanların yaş ortalamasının 33, erkeklerin yaş ortalamasının 37 olduğu yaş ortalamaları arasında 4 yaş fark bulunduğu,

Bayanların; 13'ünün (%68) lisans, 6'sının %32 yüksek Lisans ve Doktora mezunu olduğu, erkeklerin; 9'unun (%82) lisans, 2'sinin (%18) Yüksek Lisans ve Doktora mezunu olduğu, bayan ve erkeklerin toplamda 22'sinin (%73) lisans, 8'inin (%27) Yüksek Lisans ve Doktora mezunu olduğu,

Bayanların 15'inin (%79) evli, 4'ünün (%21) bekâr, erkeklerin ise 8'inin (%73) evli, 3'ünün (%27) bekâr olduğu, toplamda ise 23'ünün (%77) evli, 7'sinin (%23) bekâr olduğu ve

Bayanların 4'ü (%21) lojmanda, 6'sı (%32) kendi evinde ve 9'u (%47) kirada, erkeklerin 2'si (%18) lojmanda, 2'si (%18) kendi evinde ve 7'si (%64) kirada genel toplamda ise 6'sı (%20) lojmanda, 8'i (%27) kendi evinde ve 16'sı (%53) kirada ikamet ettiği tespit edilmiştir.

5.2. Fizyoterapi Ekibinin Etkili Bir Takım Çalışması Yapıp Yapmadığına İlişkin Bulgular

Çalışmanın ikinci aşamada katılan fizyoterapi ekibine dahil üyelere 22 sorudan oluşan beşli Likert tipi anket uygulanmıştır. Her bir sorunun karşısında (1) Kesinlikle katılmıyorum (2) Kısmen Katılmıyorum (3) Kararsızım (4) Katılıyorum (5) Kesinlikle katılıyorum seçenekleri bulunmaktadır. Anket sonuçlarına göre katılımcılardan en çok puan alan ekip çalışmasını diğerlerinden daha iyi uygulayan 15 kişi 1. Gurup, en az oy alan 15 kişi ise 2. Gurup olmak üzere iki guruba ayrılmıştır. Anket verileri Tablo 2'de sunulmuştur.

Tablo 2. Fizyoterapi Ekip Üyelerinin Etkili Takım Çalışması Yapıp Yapmadığına İlişkin Bulgular

Anket Soruları	1-Kesinlikle Katılmıyorum	2-Kısmen Katılmıyorum	3-Kırsızım	4-Katılıyorum	5-Kesinlikle Katılıyorum	Ortalama (x)		Standart Sapma (ss)	
						1.GURUP	2.GURUP	1.GURUP	2.GURUP
Çalıştığım FTR . Ünitesinde;									
1 Ekibin tedavi konusundaki amaçları ekip üyelerinin ortak kararıyla belirlenir.						4	2	0,72	0,80
2 Ekip üyeleri arasında uyum gelişmiştir.						3	1	0,75	0,81
3 Ekip üyelerinin tümü takım ruhuyla hareket ederek tedavi için aynı yönde çaba gösterirler.						4	1	0,71	0,81
4 Ekip üyeleri arasında üyelerce açıkça bilinen bir işbölümü vardır.						5	1	0,78	0,78
5 Tedavi için yapılacak tüm faaliyetler planlanmıştır.						5	2	0,73	0,76
6 Tedavi Planları günün şartlarına göre revize edilmektedir.						4	2	0,68	0,78
7 Ekibin üyelerin tamamı tarafından bilinen kuralları vardır.						4	3	0,68	0,78
8 Ekip üyeleri sık sık toplantı yaparak sonucu raporlaştırırlar.						3	2	0,67	0,85
9 Ekip üyeleri arasında farklı çözüm tarzını benimseyenler vardır.						5	3	0,78	0,78
10 Ortaya çıkan sorunların çözümünde ekip üyelerinin çoğunluğunun oyuna itibar edilir.						4	2	0,72	0,83
11 Ekibin klasik bir lideri yoktur.						3	1	0,71	0,78
12 Ekip üyeleri kendi uzmanlık alanıyla ilgili konularda ekibe liderlik yaparlar.						3	1	0,64	0,80
13 Ekip üyeleri sorunların çözümü için ekibe serbestçe çözüm önerisinde bulunabilir.						4	2	0,74	0,79
14 Ekip çalışması stres düzeyimizi azaltmaktadır.						5	3	0,61	0,78
15 Ekip çalışması iş tatmin düzeyimizi artırmaktadır.						4	2	0,74	0,76
16 Ekip çalışması konsantrasyonumuzu artırmaktadır.						4	2	0,75	0,75
17 Takım çalışması sonrası tedaviye aldığımız hasta sayısı artmıştır.						5	3	0,7	0,79
18 Takım çalışması sonrası ünitenin maliyetler azalmış, karlılığı artmıştır.						5	3	0,69	0,79
19 Ünitemizde emredici liderlik tarzı değil yönlendirici liderlik tarzı benimsenmiştir.						5	3	0,65	0,84
20 Takım çalışması sonrası kurum ve takım içi iletişim artmıştır.						4	2	0,71	0,79
21 Takım çalışması sonrası çalışan memnuniyeti artmıştır.						4	1	0,78	0,78
22 Takım çalışması sonrası hasta memnuniyeti artmıştır.						4	1	0,68	0,75
Toplam						4,14	1,95	0,71	0,79

1. Gurubun ($n_1=15$) anketten aldığı puanların ortalaması; 4,14, standart sapması 0,71,2. Gurubun ($n_1=15$) anketten aldığı puanların ortalaması 1,95, standart sapması ise 0,79 olduğu tespit edilmiştir. İki gurubun aldığı puanlar arasında farkın istatistiki olarak anlamlı olup olmadığı “iki ortalama arasındaki farkın önemlilik testiyle” test edilerek hesapla $t = 7,99$ olduğu bulunmuştur. Hesapla bulunan t değeri; $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2 = 28$ tablo değerinden (2,048) büyük olduğu için birinci gurup rehabilitasyon ekibi çalışanlarının 2. Gurup rehabilitasyon ekibi çalışanlarından daha fazla takım çalışmasına önem verip uyguladığı sonucuna varılmıştır.

5.3. Etkili Bir Takım Çalışması Yapan Rehabilitasyon Ekiplerince (1.Gurup) Tedavi Edilen Hastalar İle Takım Çalışmasına Yeterince Önem Vermeyen Rehabilitasyon Ekiplerince (2. Gurup) Tedavi Edilen Hastalardan Elde Edilen Verilerin Karşılaştırılması Sonucu Bulunan Veriler.

Etkili bir takım çalışması yapan 1. Gurup rehabilitasyon ekiplerince tedavi edilen hastalar ($n_1=24$) ile takım çalışmasına yeterince önem vermeyen 2. Gurup rehabilitasyon ekiplerince tedavi edilen hastalardan ($n_1=24$) elde edilen rehabilitasyon süresi, hasta maliyetleri, hasta memnuniyet oranına ait veriler tablo; 3’te gösterilmiştir.

Tablo 3. Hastalara ait ölçüm sonuçları.

Ölçülen Değerler	1.Gurubun Hastaları			2. Gurubun Hastaları			Anlamlılık Testi	
	n ₁	\bar{X}_1	SS ₁	n ₂	\bar{X}_2	SS ₂	t*	t**
Rehabilitasyon Süresi (gün)	24	30	5	24	45	8	7,79	2,009
Bir Hastanın 30 Seans Maliyeti (x1000) TL.	24	15	0,3	24	25	0,5	84,01	2,009
Tedavi sonrası likert tarzı anketle tespit edilen, hastane, personel, iyileşme oranı gibi genel kriterlerden memnuniyet puan ortalaması	24	4	0,67	24	2,3	0,86	7,64	2,009

* Hesapla bulunan t değerleri

**Alfa 0,05 yanılma olasılığı ve 46 serbestlik derecesindeki tablo t değerleri

6. Tartışma ve Sonuç

6.1. Kayıtların tetkikinden 1. Gurup rehabilitasyon ekibi tarafından tedavi edilen hastaların 30 seansta (± 5), 2. Gurup rehabilitasyon ekibi tarafından tedavi edilen hastaların ise 45 seansta (± 8) rehabilite edildikleri tespit edilmiştir.

İki gurup hastanın rehabilitasyon süresi arasındaki farkın istatistiki olarak anlamlı olup olmadığı “iki ortalama arasındaki farkın önemlilik testiyle” test edilmiş, hesapla bulunan t değeri (7,79); $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2= 46$ tablo değerinden (2,009) büyük olduğu için aradaki farkın istatistiki olarak anlamlı olduğu tespit edilerek takım çalışmasının rehabilitasyon süresini kısalttığı sonucuna varılmıştır.

6.2. Kayıtların tetkikinden 1. Gurup rehabilitasyon ekibince tedavi edilen bir hastaların 30 seansta ve ortalama 1.500.TL. (± 300)maliyetle, 2. Gurup rehabilitasyon ekibi tarafından tedavi edilen hastaların ise 45 seansta 2.500.TL. (± 500)ortalama maliyetle rehabilite edildikleri tespit edilmiştir.

İki gurup hastanın ortalama rehabilitasyon maliyeti arasındaki farkın istatistiki olarak anlamlı olup olmadığı “iki ortalama arasındaki farkın önemlilik testiyle” test edilmiş, hesapla bulunan t değeri (84,01); $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2= 46$ tablo değerinden (2,009) büyük olduğu için aradaki farkın istatistiki olarak anlamlı olduğu bulunarak, takım çalışmasının rehabilitasyon maliyetini düşürdüğü sonucuna varılmıştır.

6.3. Çalışmaya katılan hastalara uygulanan Likert tarzı anketle 1. Gurup rehabilitasyon ekibi tarafından tedavi edilen bir hastaların genel memnuniyet puan ortalamalarının 4 ($\pm 0,67$), 2. Gurup rehabilitasyon ekibi tarafından tedavi edilen hastaların ise 2.3 ($\pm 0,86$) olduğu tespit edilmiştir.

İki gurup hastanın genel memnuniyet oranları arasındaki farkın istatistiki olarak anlamlı olup olmadığı “iki ortalama arasındaki farkın önemlilik testiyle” test edilmiş, hesapla bulunan t değeri (7,64); $\alpha:0,05$ yanılma olasılığı ve $(n_1+n_2)-2= 46$ tablo değerinden (2,009) büyük olduğu için aradaki farkın istatistiki olarak anlamlı olduğu bulunarak takım çalışmasının rehabilitasyon genel hasta memnuniyetini yükselttiği sonucuna varılmıştır.

Çalışmanın sonucunda takım çalışmasının Fizik tedavi ünitelerindeki tedavi süresini kısalttığı, hasta maliyetlerini düşürdüğü ve genel hasta memnuniyetini artırdığı sonuç ve kanaatine varılmıştır.

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THE ANALYSIS OF PUBLIC SPOTS AND NEWS CONTENT RELATED TO RATIONAL DRUG USE

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ABSTRACT

Problem of Research: Rational drug use is a planning, execution and monitoring process that ensures effective, safe and economical application of drug therapy. This process requires the state, the pharmaceutical industry, the healthcare professionals, notably the physicians and the pharmacists, and the society to act rationally.

Purpose of the Study: In this study, it is aimed to investigate whether the use of drugs in the society is conscious or not, by examining the news reflected in the written and visual media and public spots created to raise awareness of the society.

Method: Searching was done by entering the keywords "drug use", "rational drug use" and "antibiotic use" into the Google search engine and related news and public spots were attained in the media. When the same news is reflected in different media sources, one is taken into consideration. Relevant news and public spots have been analyzed and used.

Findings: As a result of the analysis on rational drug use, it was concluded that public spots and news could be expanded. It may be recommended to organize training programs in order to increase the awareness of patients, potential patients and their relatives about rational drug use. It is a fact that public spots have an impact on society. New research may be conducted to ensure that this effect is demonstrated with more concrete data.

Keywords: Medicine, Rational Drug Use, Public Spots, Antibiotic

Presentation Language: Turkish

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GİRİŞ

Tarihi süreç içerisinde ilaç, hayvansal ve bitkisel kökenli etken maddeler ile karışımlar elde edilerek tedavi sürecinde kullanılmıştır. Günümüzde de gelişen teknoloji ile biyolojik etkinliğe sahip hayvansal ve bitkisel karışımlar ilaç olarak tanımlanmakta ve kullanılmaktadır. İlaçlar bir hukuki kurallar çerçevesinde kimyasal yapıları ve farmakolojik özellikleri ile ayrıcalıklı bir üründür. Sağlık hizmetlerinin her seviyesinde yani hastalıktan korunma, teşhis ve tedavi aşamasında, sağlığın geliştirilmesinde kullanıldıklarından hastalar için şifa aracıdır (Abacıoğlu, 2010: 24; Abacıoğlu, 2009: 34).

Dünya Sağlık Örgütü (DSÖ) uzun vadeli ilaç politikalarının önemini kişinin yaşam hakkı ve sağlıkta eşitlik ilkesi ile ayrılmaz bir bütün içerisinde ele alarak ortaya koymaktadır (<http://www.akilciilac.gov.tr>). Hasta, ilacı tüketim maddesi olarak değil sağlık açısından özel öneme sahip bir ürün olarak görmelidir (Özçelikay, 2001: 11). Akılcı İlaç Kullanımı; tanı ve tedavi yöntemine uygun, tedavi sürecinde etkili ve ekonomik olarak yorumlanmaktadır (Alp vd., 2018: 21).

1985 yılında Nairobi’de yapılan Dünya Sağlık Örgütü (DSÖ)’nün toplantısı Akılcı İlaç Kullanımı (AİK) çalışmalarının başlangıcı olarak kabul edilmektedir. DSÖ’nün 1985 Nairobi toplantısında AİK; “*kişilerin ilaçları klinik ihtiyaçlarına uygun şekilde, kişisel gereksinimlerini karşılayacak dozlarda, yeterli zaman diliminde, kendilerine ve topluma en düşük maliyette almalarını gerektiren kurallar bütünüdür*” olarak tanımlanmıştır (WHO, 1987: 25).

Son yıllarda tedavisi mümkün olmayan hastalıkların tedavi edilebilir hale gelmesi hem yeni ilaç türlerini hem de ilaç tüketimindeki artışı beraberinde getirmiştir. Yeni ilaç türleri ve ilaç tüketimindeki bu fazla artış oranı ilacın akılcı kullanımını gerekli kılmıştır (Yılmaztürk, 2013: 43).

İlaç israfı; hekimlerin yanlış teşhisi, hekim, eczacı ve ilaç şirketlerinin etik olmayan ilişkileri ve ticari anlaşmaları, hastaların reçetesiz ve yanlış ilaç kullanımı gibi nedenlerden kaynaklanmaktadır. İlaç israfının önlenmesi için karekod, jenerik ve rasyonel ilaç kullanımı gibi uygulamalar yapılmıştır. Ortaya konan bu önlemler arasında topluma kazandırılan en önemli uygulama rasyonel ilaç kullanımınıdır (Özata vd., 2008: 530).

İskit (2006: 4-5), Akılcı Reçete Yazma Süreci ve Akılcı İlaç Kullanımının Temel ilkelerini şöyle sıralamıştır: Hastanın sorununun tanımlanması, tedavi amaçlarının belirlenmesi, ilaç tedavisinin hastanın yaşam kalitesini arttıracaksa kesinlikle tanı konulduktan sonra tedavi verilmesi, hastanın kullandığı ilaçlar ile ilgili olarak ilaç-ilaç etkileşimleri ve sigara, alkol gibi alışkanlıklarının ilaç etkileşimlerini nasıl etkileyeceği hakkında bilgilendirilmesi, etkili ilaç gruplarının listesinin yapılması, kişisel ilacın seçilmesi, en az sayıda ilaç ile tedaviye başlanması, hastaya uygun doz ile tedaviye başlanması, hastanın tedavisini çok kolay bir şekilde yapabilmesine olanak sağlanması, tedavide fayda sağlamayacak ilaçların kullanımından kaçınılması ve hasta ve/ya da yakınları ile hekim arasında iyi bir iletişim gerekliliği vurgulanmıştır.

Türkiye’de 2014 yılında AİK Ulusal Eylem Planı başlatılmıştır. Sosyal Güvenlik Kurumu’nun (SGK) *Akılcı İlaç Kullanımı Etkinliklerine Yönelik Alt Yapı Oluşturma ve Geliştirme Projesi* SGK ile Marmara Üniversitesi’nin işbirliğiyle yapılmakta olup proje kapsamında faaliyetlerin yürütülmesinde bütüncül bir bakış açısı sağlayabilmek, birlikte hareket edebilmek, işbirliği sağlayabilmek aynı zamanda toplumda davranış değişimi oluşturarak, bilinçlendirebilmek amacıyla şu adımlar atılmıştır (Akılcı İlaç Kullanımı ve Farkındalık, 2014: 4):

- Topluma, hastalara, hasta yakınlarına, sağlık sektörü çalışanları, sağlık sektörü paydaşlarına yönelik AİK Bilgi Sayfası, AİK Kitabı, bilgilendirme broşürleri hazırlanmıştır.
- Basılı yayın yanı sıra tüm kaynakların elektronik versiyonları da hazırlanarak AİK web sayfası aracılığıyla paylaşılmıştır.
- AİK konusunda yapılan araştırmalar ve çalışmalar sonucunda ise en dikkat edici husus antibiyotik kullanımına dair tespitler olmuştur.

YÖNTEM

Bu araştırma ile ilaç kullanımının ne şekilde gerçekleştirildiği, bir sorun olarak nasıl fark edildiği, fark edildikten sonra ne tür sorunların ortaya çıktığı ve bu soruna çözüm olarak geliştirilen kamu spotlarının incelenmesi amaçlanmıştır. Google arama motoruna “ilaç kullanımı”, “akılcı ilaç kullanımı” ve “antibiyotik kullanımı” anahtar kelimeleri girilerek arama yapılmış ve medyaya yansımış ilgili haberlere ve kamu spotlarına ulaşılmıştır. Birçok medya kaynağına yansıyan aynı haber bir kez ele alınmıştır. İlgili haberler ve kamu spotları analiz edilerek verilmiştir.

BULGULAR

Çalışma kapsamında ilaç kullanımı ile ilgili olan haberler analize tabii tutulmuştur. Haberlerin ve kamu spotlarının tam metinlerinin uzun olması sebebiyle özet olarak aşağıda sunulmuştur:

Haber 1: Yaşlılar Tavsiye Üzerine İlaç Alıyor: Gazi Üniversitesinde yapılan araştırmada, yaşlıların yüzde 17'sinin reçete edilen ilaçları kullanmadığı, yüzde 16.7'sinin arkadaş ve komşularının tavsiyesiyle ilaç kullandığı ortaya çıktı (<http://www.hurriyet.com.tr/gundem/yasli-lar-tavsiye-uzerine-ilac-aliyor-1396039>, 28.02.2010).

Kamu Spotu 1: SGK Akılcı İlaç Kullanımı Kamu Spotu-1: Oyuncu “Ece Uslu” tavsiye üzerine palto ve kolye aldığını ancak ilacın tavsiye üzerine alınamayacağını belirterek “yanlış ilaç tedavi etmez, sağlığını tehdit eder” ifadeleriyle akılcı ilaç kullanımına dikkat çekmek istiyor (<http://www.akilciilac.gov.tr/?p=615>, 30.05.2013).

Haber 2: İlaç Tüketiminde Büyük İsraf: Bursa'nın İnegöl ilçesinde öğrenciler evlerinde kullanılmayan miadı dolmuş ilaçları topladı. Öğrencilerin sadece yüzde 10'undan gelen ve çöpe gidecek olan ilaçların maddi değer toplamı 146 bin lira (<https://www.turktime.com/haber/ilac-tuketiminde-buyuk-israf/515160>, 23.08.2019).

Kamu Spotu 2: SGK Akılcı İlaç Kullanımı Kamu Spotu-2: Türk tiyatro, sinema ve televizyon oyuncusu Reşit Altan Erkekli, bir iş yerinde yemek yerken hem tuz kullanan hem de kendisine tansiyon ilacının iyi gelmediğini ifade ederek arkadaşının kullandığı tansiyon ilacını kullanacağını ifade eden bir sohbetle rastlıyor. Yanlış ilaç kullanarak sağlığınıza zarar vermeyin, ilaç israfında bulunmayın sloganıyla bu yanlışın olması gereken şeklini vurguluyor (<http://www.akilciilac.gov.tr/?p=621>, 30.05.2013).

Haber 3: Türkiye Antibiyotik Kullanımında Avrupa Birinciliğini Koruyor! : Antibiyotiklere direnç gösteren süper bakteriler bir süredir tüm dünyanın gündeminde. Çünkü antibiyotikler artık basit enfeksiyonları bile tedavi etmeyebiliyor. 18 Kasım Avrupa Antibiyotik Farkındalık Günü'nün bu yıl, “Antibiyotiklerin geleceği hepimize bağlı” temasıyla işlendiğini söyleyen Türk Klinik Mikrobiyoloji ve İnfeksiyon Hastalıkları Derneği (KLİMİK) Başkanı Prof. Dr. Alpay Azap, “Burada hepimizden kastedilen ise sağlıkçılar, politikacılar, sağlık yöneticileri ve tüm toplum” diyor (<https://www.ntv.com.tr/saglik/turkiye-antibiyotik-kullaniminda-avrupa-birinciligini-koruyor,xLsxysJVvkmgy50SYqeWw>, 18.11.2019)

Kamu Spotu 3: Akılcı Antibiyotik Kullanımı Kamu Spotu: Kamu spotunda birkaç hasta antibiyotik yazan ilaç şişesinin kapağını açamamakta hekim ise kapağı açarak “antibiyotik ağrı kesici, ateş düşürücü değildir, her boğaz ağrısında öksürükte alınmaz, antibiyotik kullanımı sağlığınıza zarar verir, lütfen sağlığınıza riske atmayınız” demektedir (<https://www.youtube.com/watch?v=WeWVddaBdrG>, 24.01.2017).

Haber 4: Türkiye İçin Çarpıcı Araştırma: Antibiyotiği Çok Yanlış Kullanıyoruz : Dünya antibiyotik direncini tartışırken Türkiye'de çarpıcı antibiyotik araştırması yapıldı. Sonuçlara göre insanların yüzde 41,4'ü kendini iyi hissedinceye kadar, yüzde 39,6'sı doktorun tavsiye ettiği süreye kadar, yüzde 19'u ise kutu bitene kadar, tedaviye devam ediyor (<https://www.hurriyet.com.tr/kelebek/saglik/turkiye-icin-carpici-arastirma-antibiyotigi-cok-yanlis-kullaniyoruz-40119165>, 18.06.2016).

Kamu Spotu 4: Antibiyotik Kamu Spotu: Kamu spotunda hasta olan bir birey önce iş arkadaşlarından sonra eczaneden hasta olduğunu söyleyerek antibiyotik talep ediyor, ancak olumsuz sonuç alıyor ne arkadaşı ne eczacı reçetesiz antibiyotik vermiyor. Aile hekimine muayene olarak tedavisi sonucunda alabileceği öneriliyor. Hekim ise “Hekiminiz yazmadıkça antibiyotik kullanmayın ve talep etmeyin. Antibiyotikte değil sağlığınızda ısrarcı olun” mesajı veriliyor (<https://www.youtube.com/watch?v=YcQwxwJLZ84>, 29.01.2018)

Haber 5: Sanal İlaçların Yarısa Sahte: TÜM Eczacı İşverenler Sendikası (TEİS) Başkanı Nurten Saydan, Dünya Sağlık Örgütü (WHO) rakamlarına göre, internetten satılan ilaçların yüzde 50'sinin sahte olduğunu, bu yüzden dünyada her yıl bir milyondan fazla insanın yaşamını yitirdiğini açıkladı (<https://www.hurriyet.com.tr/gundem/sanal-ilac-larin-yarisi-sahte-28901201>, 03.05.2015).

Kamu Spotu 5: Akılcı İlaç Kullanımı Kamu Spotu-2: Kamu spotunda bilimsel rakamlar verilmiştir. Dünya genelinde 1 milyon kişinin sahte ilaç kullanımından hayatını kaybettiğini internet üzerindeki ilaçların %50'sinin sahte olduğunu Türkiye'de yılda 20 bin kişinin sahte ilaç kullanımından hayatını kaybettiği ifade edilmiştir. Kamu spotu sonunda ise “öyleyse aklını kullan hekimine ve eczacısına danışmadan ilaç kullanma” ifadeleriyle akılcı ilaç kullanımına vurgu yapılmıştır (<https://www.youtube.com/watch?v=gsWeXxFPASg>, 10.05.2015).

TARTIŞMA VE SONUÇ

Akılcı ilaç kullanımı sağlık hizmetlerinde hem sağlık hizmetleri kullanıcıları (hasta ve hasta yakınları), hem sağlık çalışanları (hekim, eczacı, hemşire) hem de diğer paydaşlar olarak ele alabileceğimiz kesimlere ve ülke ekonomisine olumlu katkı sağlamaktadır.

Türkiye İlaç ve Tıbbi Cihaz Kurumu bünyesinde yer alan Akılcı İlaç Kullanım Dairesi tarafından 2014 yılından bu yana, hem kamu spotları aracılığıyla toplumun bilinçlenmesi hem de hekim ve eczacıların eğitimi sağlanmaktadır (Öztürk ve Başar, 2019). Aynı zamanda çeşitli kuruluşlar da (Ankara Eczacı Odası Gençlik Komisyonu gibi) bu kamu spotlarına destek vermektedir.

Oral (2016) yaptığı araştırmada Beyhekim Devlet Hastanesi çalışanlarının televizyonda yayınlanan kamu spotu reklamlarından haberdar olup olmadıklarını ve bu kamu spotlarının tutum ve davranışlarını etkileyip etkilemedikleri sorgulanmıştır. Beyhekim Devlet Hastanesindeki farklı birimlerinde görev yapan farklı hizmet gruplarından 699

çalışanın katılımcı olduğu bu çalışma sonrasında; obezite, sigara, kalp sağlığı, aşı ve akılcı ilaç kullanımı gibi kamu spotlarından haberdar oldukları, izledikleri ve bu tür kamu spotlarının tutum ve davranışlarını etkilediği sonucuna varılmıştır.

Barutçu, Tengilimoğlu ve Naldöken (2017) tarafından Ankara ilinin Metropol ilçelerde yaşayan 400 kişi ile gerçekleştirilen anket verilerinden elde edilen bulgular kişilerin aile ve sosyal çevre tavsiyesi üzerine ilaç kullanma, hekime ilaç yazdırma eğiliminde olma gibi akılcı ilaç kullanımı üzerine bilinçsiz ve bilgisiz davranış sergilediklerini göstermektedir.

Ülkemizde ilaç tüketim miktarının gereğinden fazla olmasından dolayı düşük maliyet gerektiren ilaç dışı tedaviyi benimsetecek çalışmaların artırılması gerektiği düşünülmektedir. Bu alanda yapılacak çalışmalar ülkemizdeki gereksiz ilaç harcama sorununa katkı sağlayacağı açıktır.

Akılcı ilaç kullanımı konusunda kamu spotları ve haberler yaygınlaştırılmalıdır. Hasta, hasta adayları ve yakınlarının akılcı ilaç kullanımıyla ilgili farkındalığının artırılması için eğitim programlarının düzenlenmesi, uygulanması ve değerlendirmesinin yapılması, akılcı ilaç kullanımı ile ilgili daha büyük ve farklı araştırmaların yapılması önerilebilir.

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**AN INVESTIGATION ON THE CONCEPT OF UNOFFICIAL VOLUNTEERISM
DURING DISASTERS, AND EMERGENCIES: DEFINITION, OPPORTUNITIES AND
CHALLENGES**

Hacer CANATAN [1]

ABSTRACT

Problem statement:

Despite the emergency and disaster management systems we have in order to be prepared for disasters, the voluntary involvement of the nearest citizens in the events plays a vital role when official services come to a halt, and such involvement in early hours are very significant. The first 72 hours of disasters are usually handled as if no professionals will come quickly to the rescue with the aim of reaching survivors and reacting very quickly in a race with time. The purpose of this study is to discuss the role of unofficial volunteers in emergency and disaster management and to make recommendations about taking the professional steps necessary to encourage ordinary citizens to use their time, knowledge, skills and resources on a voluntary basis.

Research Objective:

In this study, the objective is to define the unofficial volunteers who participate in voluntary rescue activities in disasters and emergency situations, to formulate the role of this great power by benefiting from the positive and negative sides by focusing on the roles, the concept of expanding volunteerism and the legal requirements and rules.

Method: This study was obtained by scanning national/international reports and documents from electronic databases and printed sources based on national document analysis and past published sources. This is a document analysis study based on a review of reports.

Findings and Results: In the case of emergency and disaster experiences in the past years, the intervention of the citizen in events during the first hours until the authorities intervened and took control was vital. The fact that unofficial volunteers and official authorities work in accordance with the scientific rules and that their work is not unsupervised is very significant and it strengthens the efforts. Examples from studies in our country and from world literature will be presented in this section. At the end of the research, substantive suggestions will be made.

Keywords: Unofficial volunteering, Non-Governmental Organizations, Emergency and Disaster Management

Presentation Language: Turkish

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DETERMINATION OF NURSING IMAGES OF HEALTH SCHOOL STUDENTS

Duygu DURUŞ¹
Esmâ ÜNAL¹
Merve Ekin AKA¹
Yasemin URGANCI²

ABSTRACT

Problem of Research: The images of the nursing department students about the nursing profession are determined.

Purpose of the Study: Determining the professional images of nursing students and revealing the factors affecting this.

Method: The research was planned in descriptive type and was conducted between 12 November and 30 December 2016. A questionnaire (16 items) and A Scale For The Image Of Nursing Profession (42 items) were used to determine the socio-demographic characteristics of the participants. The questionnaires were applied to the participants by asking them face-to-face by the researchers. The universe of the research was composed of first and fourth year students (225 people) of the Department of Nursing at Nigde Zubeyde Hanim School of Health. No sample selection was made and 167 people were reached. The required permits were obtained from Nigde Zubeyde Hanim School of Health Directorate and verbal permits were obtained from the students who participated in the study.

Findings: 69.5% of the participants are women, 44.3% are between the ages of 20-22, 53.3% are first year students and 54.5% are Anatolian High School graduates. Those working as nurses comprise 7.8% of the participants and those who have chosen the department for the purpose of obtaining a profession constitute 41.3%. The scale score was 144.89 ± 10.98 . In the analysis, the difference between the desire of the family / environment and choosing the department and the professional image was found to be significant ($p < 0.05$).

Keywords: Nursing, professional image, a scale for the image of nursing profession.

Presentation Language: Turkish

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INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTH LITERACY AND PATIENT SATISFACTION

Yunus Emre ÖZTÜRK [1]

Müjdat YEŞİLDAL [2]

Hilal AKMAN DÖMBEKÇİ [3]

ABSTRACT

Problem of Research: The importance of the concept of health literacy in raising awareness of patients and their relatives is remarkable. Health literacy is aimed at increasing the accessibility of sick individuals to services, their ability to understand, access, evaluate and interpret information, and to include patients in service delivery processes.

Purpose of the Study: A study including the relationship of outpatient satisfaction to health literacy was prepared.

Method: This study was created with the participation of patients who applied to Selcuk University Dentistry Hospital in one month between 15 March and 30 April 2019. A total of 468 patients were reached. A questionnaire was used as a data collection tool. These data were analyzed in SPSS program by t test, ANOVA and Correlation Analysis.

Findings: 57.3% of the participants are male; 29.1% are 18-24 years old; 54.3% are single and 62.4% are graduates. A moderately positive correlation was found between health literacy and outpatient satisfaction ($r: 0.389$ $p < 0.001$).

Keywords: Health literacy, patient satisfaction

Presentation Language: Turkish

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THE VALIDITY AND RELIABILITY OF MAYERS LIFE-STYLE QUESTIONNAIRE(3) IN ELDERLY PEOPLE

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Medine Nur ÖZATA [2]
Onur ALTUNTAŞ [3]

ABSTRACT

Problem of The Research: Improving the quality of life in the rapidly growing elderly population is shown as one of the most important goals in all areas related to the field of health.

Purpose of The Study: This study was conducted to adapt the "Mayers Lifestyle Questionnaire-3(MLSQ-3)" into Turkish and to assess its validity and reliability.

Method: The MLSQ-3 was administered to 171 elderly people living in Ankara. The MLSQ-3, consisting of twenty-six questions, shows a three-factored structure. Kaiser-Meyer-Olkin (KMO), Bartlett test and Exploratory Factor Analysis tests were performed to determine the structural validity of the scale. For reliability analysis, Cronbach alpha analysis and Split half analyzes were performed.

Findings: The reliability of the MLSQ-3 was found to be acceptable, as indicated by a Cronbach's alpha of 0.939. The scale was analyzed by splitting the scale into two equal parts. As a result of the calculations, it was determined that there was no statistically significant difference and similarity between the two parts. The KMO value of the scale was 0.877 and the result of the Bartlett test was $p = .000$. As a result of the analysis, the scale consisting of 8 factors and 46 questions was converted into a scale consisting of 3 factors and 26 questions. As a result of the study, it was concluded that MLSQ-3 scale adapted to Turkish is a valid and reliable scale that can be used to evaluate the lifestyle of elderly individuals.

Keywords: Elderly people, Mayers Life Style Questionnaire, Occupational Therapy

Presentation Language: Turkish

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DOES JOB SATISFACTION AFFECT LIFE SATISFACTION? EXAMPLE OF HEALTHCARE ACADEMICS

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Sultan ÇEÇEN [3]
Hanife ÖZÇELİK [4]

ABSTRACT

Problem of Research: To determine the job and life satisfaction of academics working in the field of Health.

Purpose of the Study: The research was conducted to determine the job and life satisfaction of the academicians working in the health sciences faculties/colleges.

Method: The research was planned in descriptive type and was conducted between 3 February and 31 March 2020. A questionnaire (17 items), Minnesota Job Satisfaction Questionnaire (20 items) and Life Satisfaction Scale Question (5 items) were used by the researchers to collect the socio-demographic characteristics of academicians. The questionnaires were applied to the participants by asking the researchers face to face. The universe of the research was composed of academicians working in health sciences faculties / schools in the cities of Nigde, Tokat, Batman and Kayseri, and no sample selection was made. To implement the research, Omer Halisdemir University Ethics Committee and verbal permission was obtained from the participants.

Findings: It has been determined that 79.0% of the participants are female, 46.0% were in the 31-40 age range, 32.0% were in the academic staff, and 47.0% were in PhD education level. 87.0% of academics have chosen their profession willingly and 74.0% have stated that they are very satisfied/satisfied with their profession. In the analysis made, by choosing the profession willingly and job and life satisfaction scores; It was found that the difference between education level and job satisfaction score was significant ($p < 0.05$), but the difference between life satisfaction score was not significant ($p > 0.05$). A positive, moderately strong, and highly significant relationship was found between the job satisfaction scale and life satisfaction scale ($p < 0.001$; $r \geq 0.50$).

Keywords: Job satisfaction, life satisfaction, academician, healthcare academicians

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A STUDY ON THE CYBERCONDRIA AND DIGITAL LITERACY LEVELS OF SELÇUK UNIVERSITY HEALTH MANAGEMENT STUDENTS

Hamza SIĞIRCI¹
Adil AYDOĞDU²
Mehmet YORULMAZ³

ABSTRACT

Objective: In this study, it was aimed to determine the relationship between siberkondria and digital literacy levels according to demographic characteristics of Selcuk University Health Management students and to investigate the possible relationship between siberkondria and digital literacy levels.

Material and Method: The universe of the research consists of the students of Selcuk University, Faculty of Health Sciences, Department of Health Management. Online survey method was used to collect research data. The universe of the research consists of 620 people. In the study, the Siberkondria scale, which was developed by Durak Batıgün et al. (2018) and consists of 27 questions, and a 17-question digital literacy scale developed by Ng, W. (2012) and adapted to Turkish by Hamutoğlu et al. (2017). Sample size was determined by using the table of "acceptable sample sizes for certain universes" which is made by Altunışık et al. (2012). The sample size that would represent the universe in the 95% confidence interval was found to be 241 people, but 265 students who agreed to participate in the study were reached. SPSS 15 package program was used in the analysis of the data obtained from the study. In the analysis of the data, besides descriptive statistical analysis (frequency, percentage, arithmetic mean, standard deviation), Independent Samples T Test, OneWay Anova Test, Pearson Correlation Analysis were used for the relationship between the two independent variables. In groups with a statistically significant difference as a result of Anova test, PostHoc test was applied to find out which groups this difference originated from. The results were evaluated in the 95% confidence interval and the significance level was $p < 0.05$.

Findings: According to the research findings; 18.5% (49 people) of the participants are men and 81.5% (216) are women. 21.9% of the surveyed participants are 1st grade students, 30.2% are 2nd grade students, 22.3% are 3rd grade students and 25.7% are 4th grade students form. Considering the status of device use, it was seen that the students who marked the 'approximately five hours' option had the highest rate by constituting 34% (90 people) of all participants. When the relationship between gender and siberkondria was examined, no significant relationship could be detected between the gender of the students participating in the study and siberkondria disease. When the relationship between gender and digital literacy is analyzed, it is seen that there is no significant difference between gender and digital literacy rates. When the relationship between Siberkondria and age groups is examined; There was a significant positive difference in the doctor-patient interaction sub-dimension. When the relationship between age groups and digital literacy sub-dimensions was examined, a positive difference was found between cognitive and social sub-dimensions and age groups ($p < 0.05$). Also, no significant difference was found between students' classes and device usage times and Siberkondria and Digital literacy.

Results: As a result of the research, it has been revealed that there is a significant positive correlation between the factors that increase anxiety, factors that decrease anxiety, Doctor-Patient Interaction, dysfunctional internet usage sub-dimensions, and attitudes and social sub-dimensions of digital literacy levels. However, it was found that there was a significant negative correlation between the technical and cognitive sub-dimensions of digital literacy and the compulsion / hypochondria sub-dimension of cyberchondria.

Keywords: Siberkondria, Digital literacy, Health Management.

Presentation Language: Turkish

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Oturum 11. Dijital Oturum: Healthcare Management
Oturum Başkanı Dr. Mehmet YORULMAZ

Sunum Günü 10 Temmuz 2020
Sunum Saati 14:00 - 15:30

CONCEPTUAL DEVELOPMENT ANALYSIS OF HEALTH TOURISM BASED ON “N-GRAM”

M. Nuri URAL [1]

Alaaddin VURAL [2]

Ali ÇİFTÇİ [3]

ABSTRACT

Problem of Research: To contribute to the development of new strategies for the future in health tourism, which concern economic development, by examining the evolution of the basic concepts related to health tourism in time.

Purpose of the Study: To reveal the development processes of health tourism and related basic concepts by n-gram analysis.

Method: In this study, Google's n-gram analysis interface was used. Concepts related to health tourism direct or indirect like "Alternative medicine", "modern medicine", "traditional medicine", "Far East medicine", "spa", "hot spring", "mineral water", "balneology", "water bath", "cold bath", "hot bath", "warm bath", "Turkish bath", "dye bath", "steam bath", "first bath", "fixing bath", "acid bath", "fitness", "gym", "International tourism", "local tourism", "global tourism", "national tourism", "cultural tourism", "mass tourism", "world tourism", "regional tourism", "state tourism", "new tourism", were chosen as keywords and the evolution of these words based on time was examined in digitalized books in the Google database. The frequency of encountering the mentioned concepts in the literature was determined with the N-gram analysis and the relationship between these concepts and their usage frequency were analyzed.

Findings: When the n-gram analysis obtained is evaluated together, it is observed that the concept of modern medicine has been in the literature since 1800's but it has been in a remarkable rise since the 1890s. This rise has continued over time. Concepts of traditional medicine and alternative medicine have increased as a result of entering new searches in parallel with the increase of difficulties that cannot be overcome in modern medicine especially after 1980s. It was determined that the concepts of hot springs, mineral water and balneology were used before 1800s, which was accepted as the start of n-gram analysis, but it did not show much variation in general except for small fluctuations. While the concept of SPA was seen at a high frequency between 1800-1850, it was determined that it was relatively low until 1960s, and showed an increasing trend after 1960s. It is believed that the culture of massage (SPA), which is common in the Far East, was also effective in Western societies, as a result of the open policies of Far Eastern countries, which are closed states, after 1960s and their efforts to integrate with the world. The concept of gym is relatively similar to SPA. It has been observed that the concepts related to health and tourism increased after the 1960s, but had widespread usage frequency especially after the 1990s.

Keywords: Tourism, Health Tourism, Gymnastics (Gym), Massage, Hot Bath, Modern Medicine, Alternative Medicine, Traditional Medicine

Presentation Language: Turkish

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EVALUATION OF MANAGEMENT RESPONSIBILITIES AND COMPETENCIES IN LABORATORIES WITH TS EN ISO / IEC 17025 STANDARD ACCREDITATION

Esmâ MENEVSE [1]
Abdullah SIVRIKAYA [2]

ABSTRACT

Problem of Research: According to standard TS EN ISO / IEC 17025 accredited laboratories, to provide the conditions are extremely important for the implementation and maintenance of the principles by the relevant management. It is an inevitable fact that the structure of the management and organization defined in the structural requirements has an effect on the results of the laboratory activities.

Purpose of the Study: It is aimed to evaluate the effects of general requirement (impartiality, confidentiality), resource adequacy, technical records, management system documentation, control of management system documentation, control of records, risks and opportunities, improvements, corrective actions, and internal audits, management review meetings on the sustainability of the accreditation.

Method: The effect of the responsibilities and competencies of the management in accredited laboratory will be shared regarding to documented data in the process of becoming an accredited laboratory.

Findings: Laboratory technical competencies, analysis results and reports should be under the guarantee of the quality system. To maintain the competence and impartiality of the laboratories; the management's attitudes and activities are extremely important on organizations of the management, coordination with the Quality unit, the impartiality and confidentiality of personnel contracts, approaches to the control of inappropriate tests, reporting of preventive activities, control of records and internal audits. It is believed that supports in-service trainings of the personnel's, information meetings, external trainings before, during and after the accreditation application period ensures the continuity of the accredited laboratory. It is mandatory to document the activities, to increase the facilities of the personnel, to continue the management review meetings for continue the competencies of the laboratories.

Keywords: Laboratory Accreditation, TS EN ISO/ IEC 17025, Quality Management System.

Presentation Language: English

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A STUDY ON THE COLLECTIVE TENDENCIES OF STUDENTS OF HEALTHCARE MANAGEMENT DEPARTMENT

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ABSTRACT

Problem of Research: Individualism-collectivism distinction is a decisive cultural variable in social relations. In the researches, there are results indicating that the collectivist tendencies of the Turkish society are ahead of individualism. Collectivist tendencies also show different characteristics such as community-based, family-based, and friend-based. In this study, it is aimed to investigate the direction of collectivist tendencies of university students representing young generation today. In this context, the problem statement of the research is "In which direction are the collectivist tendencies of the Healthcare Management students?" constitutes the question.

Purpose of the Study: In this study, it is aimed to determine the direction of collectivist tendencies existing in Turkish society in the younger generations by the students of the Department of Healthcare Management.

Method:

Within the scope of the research, open questionnaire was used to determine these tendencies of the participants. In this survey, based on the definition of Triandis (2018) collectivism, "Every person has a purpose. However, some people give priority to the goals of the community in which they feel they belong and are willing to serve that purpose. What communities do you prioritize within the framework of this information? " there are questions in the form. In addition, some of the scenarios included in the questionnaire (for example; "You have suffered both psychological and financial problems. It is not possible to overcome this problem by yourself. You should definitely support someone from outside. Who do you expect this support from?") with the help of collectivist tendencies were tried to be understood. The data were collected from 86 students studying in the 3rd and 4th grades of Süleyman Demirel University Healthcare Management Department. The data were transferred to the computer environment and analyzed using Excel and SPSS programs.

Findings: Looking at the answers given by the students to the first five questions, the number of citations for friends ranks first in three questions, while the citation for the family is in the first place with high frequency in the other two questions. While the students answered the sixth question in the majority, the family (65) answers were also given to the form of hometown (5) and a secret place (3). Based on the total frequencies of the answers given to the scenario questions related to collectivism (who are expected to support, who will be supported whenever possible, sharing sadness and joy, choosing people), family, friends and relatives are in the first three places. When looking at the questions in general, it was determined that the first answer of all the questions except the fourth question was family.

Keywords: Collectivism trends, students, healthcare management

Presentation Language: Turkish

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TRAFFIC RULES VIOLATIONS OF 112 AMBULANCE DRIVERS AND MEASURES TAKEN

Çiğdem CERİT¹

ABSTRACT

Research Problem: Traffic violations of the 112 ambulance drivers and measures taken were determined.

Objective: The aim was to make inferences for the future by retrospectively evaluate traffic rules violations of 112 ambulance drivers and measures taken.

Methods: A descriptive and cross-sectional study was conducted with speed violation records of ambulance drivers of Kırklareli Provincial Health Directorate between November-2018 and November-2019. As ambulances are considered to be M1 class vehicles according to Highways Traffic Regulation, exceeding 120 km/h (maximum permissible speed) more than 10% accepted as excessive speed and more than 20% accepted as very excessive speed. Descriptive statistics and chi-square test were used for data analysis. Data were evaluated with SPSS program.

Results: 41 out of 60 (total population) ambulance drivers had made speed violations (min 133 km/h, max 162 km/h) 71 times. Administrative acts were done and educations were given to drivers after violations. Average age of vehicle fleet used during violations (min 2, max 8) is 5.2. 36.6% (n=26) of violations were classified as excessive and 63.4% (n=45) of violations were classified as very excessive speed. Average age of drivers (min 22, max 59) was calculated as 42.6. There was no significant difference between driver's age being below or above average with excessive or very excessive speed violation (p=0.72).

38% of speed violations (n=27) were made by drivers working in A type stations and others were made by drivers working in B type stations.

There was a significant difference between station types and driver's excessive or very excessive speed violations (p=0.034) and type B station drivers had made more very excessive speed violations.

Conclusions: It has been observed that increasing frequency of administrative acts and educations on speed violations reduced the number of violations, relatively. Limited literature should be supported by further studies to determine the extent of problem and measures to be taken.

Keywords: Traffic Rules Violations, 112 Ambulance Drivers, Kırklareli

Presentation Language: Turkish

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THE RELATIONSHIP BETWEEN ORGANIZATIONAL SUPPORT AND EMOTIONAL LABOR PERCEIVED BY HEALTHCARE PROFESSIONALS

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ABSTRACT

The Problem of the Research: Emotional labor is the effort made by healthcare professionals to display the behaviors expected of them in line with the mission, vision and values of the institutions they work for. The fact that the emotional labor of healthcare professionals is seen as value and their work-related efforts are noticed by the institution they work for is associated with the concept of organizational support. In this regard, it is necessary to determine the relationship between organizational support and emotional labor perceived by healthcare professionals since it is thought that the healthcare professionals will exhibit behaviours which are in the interest of the institution they work for as the organizational support that they perceive increases.

The Aim of the Research: The aim of this study is to determine the organizational support and emotional labor levels of healthcare professionals and to reveal the relationship between them.

Method: It is a descriptive type of research conducted within a university hospital in Istanbul province. The data obtained at the end of this study was turned into a survey by using the “Perceived Support Scale” and “Emotional Labor Scale”. The population of this research consists of the employees working in a university hospital in Istanbul province and having different titles. The sample of the research consists of 110 personnel. The data were analyzed with the SPSS 24.0 package program.

Findings: When the gender distribution of the participants is analyzed, it is seen that 85.6% of them are female and 14.4% of them are male. 82.6% of the participants are nurses, 13.2% are medical secretaries, 4.2% are patient advisors and all of them work in university hospitals. It is seen that the average of perceived organizational support ($\bar{x} = 3.63$) ratings of the participants are at ‘Partially Agree’ range. It is seen that the average of emotional labor ($\bar{x} = 3.15$) ratings are at 'Sometimes' range. As a result of the conducted correlation analysis, a significant and positive relationship was detected ($r = 0.475$ $p = 0.000$) between the perceived organizational support and emotional labor levels. Accordingly, as the organizational support perceived by the employees increases, their levels of emotional labor increase, too.

Keywords: Emotional Labor, Organizational Support, Health

Presentation Language: Turkish

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**POTENTIAL CONTRIBUTIONS OF INCREASING THE HEALTH LITERACY OF
THE SOCIETY TO SERVICE EFFICIENCY¹**

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ABSTRACT

The Problem of the Study: In the research, current status and importance of Health Literacy from the perspective of health professionals, and potential contributions of increasing Health Literacy to service efficiency were determined.

The Purpose of the Study: This research was carried out to evaluate the importance of health literacy, its current status and future, to determine whether health literacy has an impact on service efficiency, and to determine what needs to be done to increase health literacy from the perspective of healthcare professionals.

Method: Qualitative research was used in this study. Five questions were prepared for the participants to reveal the purpose of the research.

Findings and Results: As a result of the findings obtained in the research, it was determined that health literacy contributed to reaching correct information, early diagnosis and using these services efficiently in the use of preventive healthcare services.

As a result of the research, it was seen that the level of health literacy directly affects service efficiency and these effects directly affect many issues such as time, cost, labor, intensity, quality.

Keywords: Literacy, Health Literacy, Health Services, Productivity

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**PERSPECTIVES OF THE PUBLIC SECTOR EMPLOYEES IN HEALTH
TECHNOLOGY ASSESSMENT (HTA) UNITS: ON THE FUTURE OF HOSPITAL
BASED HTA IN TURKEY**

Elife DİLMAÇ¹
Bedriye KİTİZ²
Enver Kağan ATİKELER³

ABSTRACT

Problem of Research: In Turkey, the first Hospital-Based Health Technology Assessment (HB-HTA) unit with the closure of the hospital (Ankara Numune Research and Training Hospital) in 2019, closed down. Since then current situation and future of HB-HTA is unknown field in the Country.

Purpose of the Study: To support the policy makers who will take part in the HB-HTA structuring process by using the view of the employees in the existing Health Technology Assessment units on HB-HTA to establish an effective system.

Method: Research has descriptive characteristics. Study population is composed of Health Technology Assessment (HTA) unit employees from Ministry of Health (MoH), Social Security Institution (SSI) and Turkish Pharmaceuticals and Medical Devices Agency (TPMDA). There are 18 employees in the units who works on HTA. The study conducted with 16 volunteers who agreed to participate in the study. In accordance with the aim of the study, a questionnaire consisting of seven evaluation criteria was prepared. The data analysed in Microsoft Excel program.

Results: Views on HB-HTA Public sector HTA unit employees; The priority for HB-HTA should be given in public sector (99.3%), coordination of HB-HTA should be done by the Ministry of Health (46.7%) and assessment units should be establish at provincial level (73%). They state that the priority of assessment of health technologies should be given of surgical treatment (80%), medical devices (73.3%), drug treatment methods (73.3%) and drugs (66.7%) It is seen that the human resources that can make these eassessment are sufficient in public sector (86.7), while in the private sector, there are not enough human resources (46.7%) or no idea (46.7%).

Conclusion: HB-HTA will be needed in the near future for evidence based decision making. While creating a strategy for this structure, it is believed that the view of employees who have knowledge of HTA in the country will help them to construct an effective and sustainable system.

In this context, it should not be ignored that HB-HTA can be more effective in implementation with a model to be established under the coordination of the Ministry of Health and at the provincial level and there are enough human resources trained in this field in public sector. It is also considered that prioritizing surgical treatment methods, medical devices and drug treatment methods in the technologies to be included in the scope of the study is important for effective use of available resources.

Keywords: Health Technology Assessment, Hospital, Health Policy, Turkey

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COVID - 19

NURSING MANAGEMENT IN CHILD SERVICES IN THE COVID-19 PANDEMIC

Yeşim ZÜLKAR¹
Gökçe DEMİR²

ABSTRACT

Introduction: It was declared as a COVID-19 pandemic on March 11, 2020 by the World Health Organization (WHO) and the first case was found on March 11, 2020 in our country. In the COVID-19 pandemic; Disease levels of children are lower than adults, but the course of the disease and mortality in children are rare. Worldwide; Until the date of 22 March 2020, there was no death between the ages of 0-9 and the mortality rate between the ages of 10-19 was reported as 0.2%.

Objective: To evaluate the nursing management in child services in the COVID-19 pandemic.

Material-Method: This study is a traditional review that evaluates the study results including nursing management in pediatrics in the COVID-19 pandemic. In line with the inclusion criteria, 5 studies were included in the scope of the research.

Findings: When the studies are examined; these are carried out; hand hygiene to children and families, disinfection of household appliances, the importance of using a mask, and communication with children and their families in need by nurses. At the same time, it is observed that applying pediatric triage by nurses, communicating in an understandable language in accordance with the language, culture and customs of children and families applying to the hospital and performs biological care in accordance with family-centered care principles. In these studies, it is determined that nurses should take necessary precautions to prevent any kind of contamination and give discharge education to the child and his family who has a definite diagnosis.

Discussion-Conclusion: Pediatric nurses, in addition to their duties in the Nursing Regulation; While providing care during the COVID-19 pandemic process, it should restrict hospital visits, ensure that a single person stays as the child's companion, comply with the specified social distance to protect himself and his teammates, prevent contamination by following the basic principles for infection control, suspect COVID-19 or The time spent in the room for patients diagnosed with COVID-19 should be limited, and the exposure of health professionals and other patients should be limited until isolation of children diagnosed with COVID-19 is achieved. During the pandemic process, he / she can communicate with the children who need him/her and their families via telephone. Also; for the prevention of contamination, He/she can give education to children in order to prevent contamination about closing their mouth while coughing and sneezing, hand washing and nutrition, sleep hygiene so that immunity does not drop. For the progress of the COVID-19 pandemic and the prevention of transmission; It is very important to give discharge education to the child and his family.

Keywords: Coronavirus, COVID-19, nursing, nurse, child, pediatric nursing

Presentation Language: Turkish

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ÖZET

Giriş: Dünya Sağlık Örgütü (WHO) tarafından 11 Mart 2020 tarihinde COVID-19 pandemi olarak ilan edilmiş ve ülkemizde ise ilk olarak 11 Mart 2020 tarihinde ilk vakaya rastlanmıştır. Pandemide, çocukların hastalanma düzeyleri yetişkinlerden az olmakla beraber çocuklardaki hastalık seyri ve mortalite nadir görülmektedir. Dünya genelinde; 22 Mart 2020 tarihine kadar 0-9 yaş arası ölüm görülmemiş olup 10-19 yaş arası ölüm oranı %0.2 olarak bildirilmiştir.

Amaç: COVID-19 pandemisinde çocuk servislerindeki hemşirelik yönetiminin değerlendirilmesidir.

Gereç-Yöntem: Bu çalışma COVID-19 pandemisinde çocuk servislerindeki hemşirelik yönetimini içeren çalışma sonuçlarının değerlendirildiği bir geleneksel derlemedir. Dahil etme kriterleri doğrultusunda araştırma kapsamına 5 çalışma alınmıştır.

Bulgular: Çalışmalar incelendiğinde; hemşireler tarafından, çocuklara ve ailelere el hijyeni, ev aletlerinin dezenfeksiyonu, maske kullanımının önemi, gerekli durumlarda ihtiyacı olan çocuklar ve aileleriyle telefon aracılığı ile iletişim kurulması gerçekleştirilmiştir. Aynı zamanda hemşirelerin pediatrik triyaj uygulamak, hastaneye başvuran çocuklar ve ailelerin dil, kültür ve adetlerine uygun bir şekilde, anlaşılabilir bir dille iletişim kurularak ve aile merkezli bakım ilkelerine uyularak çocuğun bakımını gerçekleştirdikleri görülmektedir. Yine bu çalışmalarda hemşirelerin her türlü kontaminasyonu önlemek için gerekli önlemler almak, kesin tanı almış çocuk ve ailesine taburculuk eğitimi vermesinin gerekliliği saptanmıştır.

Tartışma-Sonuç: Pediatri hemşireleri, Hemşirelik Yönetmeliği'ndeki görevlerine ek olarak; COVID-19 pandemisi sürecinde bakım verirken hastane ziyaretlerini kısıtlamalı, çocuğun refakatçisi olarak tek kişinin kalmasını sağlamalı, kendini ve ekip arkadaşlarını korumak için mümkün olan her durumda belirlenen sosyal mesafeye uymalı, enfeksiyon kontrolünün sağlanması için temel ilkelere uyularak kontaminasyonu önlenmelidir. Pandemi süreci boyunca ihtiyaç duyan çocuklar ve aileleriyle telefon aracılığı ile iletişim kurabilir. Ayrıca; bulaşın önlenmesi için çocuklara öksürürken ve hapşırırken ağzını kapatma, el yıkama ve çocuklarda bağımsızlığın düşmemesi için beslenme, uyku hijyeni gibi konularda eğitim verebilir. COVID-19 pandemisinin ilerleyişi ve bulaşın önlenmesi için; çocuk ve ailesine taburculuk eğitiminin verilmesi çok önemlidir.

Anahtar Kelimeler: Koronavirüs, hemşirelik, hemşire, çocuk, pediatri hemşireliği

GİRİŞ

Dünya Sağlık Örgütü'nün (DSÖ) COVID-19 adını verdiği koronavirüs pandemisi; 2019 yılının Aralık ayında Çin'in Hubei eyaletindeki Wuhan kentinde atipik pnömoni olarak kendini göstermiştir. İnsandan insana hızlı bir şekilde bulaşan bu hastalık, DSÖ tarafından 11 Mart 2020 tarihinde pandemi olarak ilan edilmiştir (WHO, 2020; Topbaş ve ark, 2020; Onay, Eyüboğlu ve Aslan, 2020; Ransing ve ark, 2020).

COVID-19 pandemisinde; çocukların hastalanma düzeyleri yetişkinlerden az olmakla beraber çocuklardaki hastalık seyri ve mortalite nadir görülmektedir. Dünya genelinde; 22 Mart 2020 tarihine kadar 0-9 yaş arası ölüm görülmemiş olup 10-19 yaş arası ölüm oranı %0,2 olarak bildirilmiştir (COVID-19 (SARS-CoV-2 Enfeksiyonu) (Bilim Kurulu Çalışması) Çocuk Hasta Yönetimi ve Tedavi. T.C. Sağlık Bakanlığı Halk Sağlığı Genel Müdürlüğü, 2020). Koronavirüsün çocuklarda görülen klinik bulguları tipik değildir. Çocuklarda hastalık asemptomatik görülebileceği gibi, ateş, öksürük, halsizlik, burun akıntısı ve burun tıkanıklığı gibi belirtilerle de karşılaşılabılır. Çocukların bazılarında karın ağrısı, bulantı, kusma, diyare gibi bulgular da görülebilmektedir. Enfekte çocuklarda genellikle bulgular hafif ve hastalığın prognozu iyidir (Onay ve ark, 2020).

Amerika Birleşik Devletleri'nde (ABD) yapılan 2572 çocuğun dahil olduğu bir çalışmada yaş dağılımına bakılmış olup, çocukların %15'i 1 yaşın altı, %11'i 1-4 yaş arası, %15'i 5-9 yaş arası, %27'si 10-14 yaş arası, %32'si 15 yaş üzeri olarak bulunmuştur. Hastaların %11'inde görülen semptomlar kaydedilerek; erişkinlerin %93'ünde saptanan ateş, öksürük, nefes darlığı şikayetlerinin çocuk hastalardaki oranı %76 olarak saptanmıştır. Çalışmada hastaneye yatış ve yoğun bakım ihtiyacının çocuklarda erişkin hastalara göre daha az olduğu görülmüştür. Ayrıca; çocukların yaş gruplarına bakıldığında 1 yaş altındaki çocukların 1-17 yaş arası çocuklara göre hastane ve yoğun bakım ihtiyacının daha fazla olduğu dikkat çekmektedir. Yapılan çalışmadaki 3 çocuğun ölümü gerçekleşmiş ancak bu çocuklarda altta yatan hastalık varlığının bilinmediği belirtilmiştir (CDC COVID-19 Response Team, 2020).

0-18 yaş aralığındaki çocukların her anlamda sağlıklı büyüme ve gelişmesinin sağlanması, hastalıklardan korunarak sağlığının en üst düzeyde olması, hastalandığı durumlarda çocuğun tedavisi, bakımı ve rehabilitasyonundan sorumlu hemşireler pediatri hemşireleridir (Hemşirelik Yönetmeliği, 2011). Pediatri hemşirelerinin görevleri çocuk servise yattığı andan itibaren başlamaktadır. Pediatri hemşireleri, COVID-19 enfeksiyonlu çocuk hasta değerlendirmesi, tedavi ve bakımı ile ilgili geliştirilen ulusal ve uluslararası protokolleri takip etmeli ve hemşirelik bakımını en üst düzeyde tutmalıdır. Uluslararası çocuk nüfusu, bugüne kadar COVID-19'dan büyük ölçüde etkilenmemiştir. Ancak pandeminin çocuklar ve çocuk hemşireleri üzerindeki etkisi göz ardı

edilemez. Bu nedenle bu çalışmanın amacı, COVID-19 pandemisinde çocuk servislerindeki hemşirelik yönetiminin değerlendirilmesidir.

AMAÇ

COVID-19 pandemisinde çocuk servislerindeki hemşirelik yönetiminin değerlendirilmesidir.

GEREÇ VE YÖNTEM

Bu çalışma COVID-19 pandemisinde çocuk servislerindeki hemşirelik yönetimini içeren çalışma sonuçlarının değerlendirildiği bir geleneksel derlemedir. Çalışma, konu ile ilgili yayınların veri tabanlarında geriye dönük taraması ile yapılmıştır. Dahil etme kriterleri doğrultusunda araştırma kapsamına 5 çalışma alınmıştır.

Çalışmaya dahil etme kriterleri, tam metnine ulaşılabilen araştırma makalesi olması, yayın dilinin Türkçe ya da İngilizce olması, örneklemin, ulusal, uluslararası ya da bölgesel kapsayıcılığı olması, çalışmaların pediatri servislerinde yapılması olarak belirlenmiştir.

BULGULAR

Hemşireler geçmişten günümüze kadar yaşanan ve birçok insanın ölümüne sebebiyet veren pandemi durumlarında her zaman ön saflarda yer almışlardır (Topbaş ve ark, 2020; Peterson ve ark, 2020). COVID-19 pandemisinde de hemşirelerin rolleri ve katkıları oldukça önemlidir (Peterson ve ark, 2020; Rubin ve ark, 2020).

Pandemi durumlarında hemşireler; içinde buldukları topluma el hijyeni, ev aletlerinin dezenfeksiyonu, maske kullanımının önemini anlatmakla aynı zamanda da hastalığa yakalanan hastalara bakım vermekle görevlidirler (Peterson ve ark, 2020). Amer ve Mohammed' in COVID-19 önleyici tedbirlerle ilgili hemşirelik talimatlarının hastaneye yatırılan okul çağındaki çocukların bilgi ve uygulamaları üzerindeki etkisini değerlendirmek amacıyla yaptığı çalışmada; çocuklara el yıkama, tek kullanımlık maske kullanımı öğretilmiştir. Çocuklara; özellikle koronavirüs görülen ülkelere gitmişlerse ateş, öksürük, nefes almada zorluk belirtileri görüldüğünde hekime başvurmaları gerektiği, COVID-19 salgın bölgelerindeki hayvanlarla temas etmemeleri, pişmemiş yiyecekler ve pastörize edilmemiş sütleri tüketmemeleri gerektiği anlatılmıştır. Çalışmanın sonucunda okul çağındaki çocukların bu uygulamalara dair yeterli bilgiye sahip olmadığı, hemşirelik talimatlarından sonra ise bilgilerinde artış olduğu tespit edilmiştir (Amer ve Mohammed, 2020).

Çocukların koronavirüs yayılımında önemli rol oynayacakları düşünülmektedir. Bu nedenle koronavirüsün topluma yayılımının önlenmesi açısından pediatri hemşirelerine önemli roller düşmektedir (CDC COVID-19 Response Team, 2020; Onay ve ark, 2020; Joseph ve Ashkan, 2020). COVID-19 pandemisi sürecinde özellikle kronik hastalığı olan çocuklar ve aileleri ile temasta kalabilmek için teletıp oldukça önemlidir (Yılmaz ve ark, 2020). İskoçya Genelindeki Çocuk Hastaneleri tarafından, COVID-19 ile mücadelenin daha etkili bir şekilde sürdürülebilmesi amacıyla 27 Mart 2020 tarihinde resmen bu hastanelerin Sanal Hastane' si kurulmuştur. Kurulan sanal hastane, hemşirelerin de destek verdiği, çeşitli nedenlerle klinikte çalışamayan 9 klinik ve bakım personelinden oluşan bir ekip tarafından ruhsal destek alan aileler ile 'İyilik Çağrıları' adı verilen telefon görüşmeleri yapılmıştır. İyilik çağrıları aynı zamanda ailelere hemşirelerle, eczane veya hekimlerle sanal bir randevu oluşturma fırsatı da vermiştir. Sanal hastane ekibinin bir sonraki adımları; İskoçya Genelindeki Çocuk Hastaneleri gönüllüleri tarafından verilen arkadaşlık çağrıları, canlı hikaye anlatımı, çocuklara ve gençlere mektup yazma olarak belirlenmiştir. Bu gönüllüler aile içi istismar durumlarına karşı uyanık olmaları açısından özel bir eğitim almışlardır. Bu sürecin yönetilmesinde bazı uzak kırsal toplulukların güvenilir internete veya telefona sahip olmaması nedeniyle teknolojiye ulaşım zorlukları yaşadıkları görülmüştür (Ellis ve Lindley, 2020).

COVID-19 tanısı alan çocuklar için acil sağlık hizmetlerinin varlığı büyük önem taşır (Yılmaz ve ark, 2020). COVID-19 sürecinde acil sağlık hizmetlerine çocuk hastaların da dahil edilmesi gerektiği vurgulanmıştır. Çocuk hastalara hemşireler veya diğer sağlık çalışanları tarafından pediatrik triyaj uygulanmalıdır. Hemşireler tarafından hastaneye başvuran çocuklar ve ailelerin dil, kültür ve adetlerine uygun bir şekilde, anlaşılabilir bir dille iletişim kurularak ve aile merkezli bakım ilkelerine uyularak çocuğun bakımının gerçekleştirilmesi sağlanmalıdır (Knopf, 2020).

Çocuk kliniklerinde pandemi ile baş edebilmek için pediatri hemşireleri tarafından; maske ve eldiven kullanımına önem verilmeli, hastane ziyaretleri kısıtlanmalı, çocuğun refakatçisi olarak tek kişinin kalması sağlanmalıdır. Aynı zamanda pediatri hemşireleri COVID-19 şüphesi taşıyan veya COVID-19 tanısı alan hastalar için odada geçirilen zamanı kısıtlamalı, COVID-19 tanısı alan çocukların izolasyonu sağlanana kadar sağlık profesyonellerinin ve diğer hastaların maruziyeti sınırlanmalıdır (Bouffet ve ark, 2020; Lakkireddy ve ark, 2020; Wu ve ark, 2020).

TARTIŞMA

Pediatric hemşireleri, Hemşirelik Yönetmeliği'ndeki görevlerine ek olarak; COVID-19 pandemisi sürecinde bakım verirken hastane ziyaretlerini kısıtlamalı, çocuğun refakatçisi olarak tek kişinin kalmasını sağlamalı, kendini ve ekip arkadaşlarını korumak için mümkün olan her durumda belirlenen sosyal mesafeye uymalı, enfeksiyon kontrolünün sağlanması için temel ilkelere uyararak kontaminasyonu önlemelidir (Bouffet ve ark, 2020; Lakkireddy ve ark, 2020; Wu ve ark, 2020). Yine pediatri hemşireleri pandemi süresi boyunca ihtiyaç duyan çocuklar ve aileleriyle telefon aracılığı ile iletişim kurabilir (Ellis ve Lindley, 2020; Yılmaz ve ark, 2020). Aynı zamanda bulaşın önlenmesi için çocuklara öksürürken ve hapsürürken ağızını kapatma, el yıkama ve çocuklarda bağışıklığın düşmemesi için beslenme, uyku hijyeni gibi konularda eğitim verebilir (Amer ve Mohammed, 2020; Onay ve ark, 2020).

COVID-19 pandemisinin ilerleyişi ve bulaşın önlenmesi için; çocuk ve ailesine taburculuk eğitiminin verilmesi çok önemlidir. Son 3 gün ateşi olmayan, solunum semptomları düzelen, akciğer görüntüleme bulguları gerileyen, en az 1 gün arayla alınan iki ayrı RT-PCR sonuçları negatif bulunan çocukların taburculuğu gerçekleştirilebilir. Çocuğun hastaneden taburcu olduktan sonra da takiplerine devam edilmeli ve taburcu olduğu günden itibaren 14 gün boyunca çocuğun evde izolasyonu sağlanmalıdır. Pediatric hemşiresi bu konuda aileyi ve çocuğu bilgilendirmelidir (Onay ve ark, 2020).

SONUÇ

İnsanlar geçmişten günümüze kadar pandemilerle mücadele etmek zorunda kalmıştır. Pandemilerle mücadelede, hemşireler her zaman ön planda olup hastanın tedavisinde ve bakımında aktif roller almışlardır. Geleceğimiz olan çocukların hastalığının bakım ve tedavisinde de hemşirelerin rolleri önemlidir.

Çocukların yaşamlarını etkileyen birçok gizli ve karmaşık hastalıkları olabilir. Karmaşık tıbbi durumları olan çocukların pandemi boyunca sürekli destek, bakım ve tedaviye ihtiyacı olacaktır. Pediatric hemşirelerinin vermiş olduğu uygun tedavi ve bakım hizmetleri çocukların hastalığının gidişatında ve iyileşmesinde oldukça etkilidir. Pediatric hemşireleri pandemi durumlarında hemşirelik yönetmeliğine bağlı kalarak, bulunduğu servisin koşullarına uygun hemşirelik yönetimi ile çocukların bakımını, tedavisini ve hastalık konusunda eğitimini sağlayarak çocuk sağlığının korunması, iyileştirilmesi ve geliştirilmesi yönünde girişimlerde bulunmalıdır.

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THE EFFECT OF COVID-19 PANDEMIC ON ANXIETY-DEPRESSION AND INTENTIONS TO GO TO THE HOSPITAL OF PATIENTS WITH CHRONIC HEART DISEASE¹

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ABSTRACT

The Problem of the Study: Pandemics are large-scale infectious disease outbreaks that can greatly increase morbidity and mortality across a wide geographic area and cause significant economic, social, and political disruption.

The Purpose of the Study: The aim of the study is to determine the anxiety and depression status of patients with hypertension and chronic heart disease during COVID-19 pandemic and to investigate how the anxiety depression status affects the intention of patients to come to the hospital.

Method: The Intention to Go to the Hospital Scale and Beck Anxiety and Depression Scale developed as data collection tools by the researchers were used in the study. The research was carried out on patients with hypertension and chronic heart disease using the online survey method. Descriptive statistical methods, significance tests, t-test, ANOVA test and correlation analysis were used in the analysis of the data.

Findings and Results: Of patients who participated in the study, 68.9% had hypertension, 23% had coronary heart disease and 8.2% had heart failure. Of patients with chronic heart disease who participated in the study, 37.3% had anxiety and 39.3% had depression. Only 67.2% of the participants stated that they would go to the hospital in case of urgency, and 23% of them expressed that they did not want to go to the hospital even in this case. Of the participants, 47.5% specified that they did not want to go to the hospital under any circumstances during the pandemic duration. There was no association between anxiety and depression levels of patients, and their intention to go to the hospital. It was understood that the patients did not intend to go to the hospital during the pandemic duration, and only half of the people were willing to go to the hospital even in severe disease situations. For patients who do not want to go to the hospital due to their fear of COVID-19, precautions should be taken to ensure that the treatments of their chronic illnesses are not disrupted, and their routine follow-ups are performed.

Keywords: COVID-19, Patients with Chronic Heart Disease, Hypertension, Anxiety, Depression, Intention to Go to Hospital

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AN INVESTIGATION ON THE EFFECT OF SOCIAL ISOLATION ON THE COURSE OF COVID-19 PANDEMIC: A CASE STUDY OF TURKEY

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ABSTRACT

Problem of Research: The COVID-19 outbreak, which started in China, spread all over the world and has become a pandemic. The COVID-19 pandemic negatively affects normal life and drags people into new efforts to sustain their lives.

Purpose of the Study: The aim of this study is to investigate the effect of social isolation on the course of COVID-19 pandemic.

Method: A mathematical model proposed in the literature is used in the study and used to estimate the total number of COVID-19 cases. The study is carried out for Turkey. The study is conducted under the assumptions of 0%, 25%, 50%, 80%, and 95% social isolation rates. The data are obtained from the Turkish Ministry of Health and Statistical Institute.

Findings: As a result of the application, it is observed that the number of COVID-19 cases is obtained according to the isolation rates determined is sharply differentiated from each other in the short term. In conclusion, the effect of social isolation on the number of COVID-19 cases is investigated in this study. Decision-makers or policymakers can manage to get rid of the pandemic with minimal damage by taking precautions based on the findings obtained.

Keywords: Pandemic, COVID-19, Social Isolation, Coronavirus

Presentation Language: Turkish

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FACTORS THAT AFFECT THE MORTALITY RATES OF COUNTRIES DURING THE COVID-19 PANDEMIC

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Kürşad Nuri BAYDİLİ [4]

ABSTRACT

Problem of Research: Why does the death rates differ among the countries during the COVID-19 pandemic?

Purpose of the Study: In this study, the correlation between the countries' critical care bed capacity, number of cases, population rate of individuals aged 65 years or over and mortality during the COVID-19 pandemic has been examined.

Method: This study is based on cross-sectional, retrospective data analysis. The number of critical care bed capacity has been obtained from OECD (2020), Turkish Health Statistics Yearbook 2018 Bulletin. Number of individuals who has picked up COVID-19 disease and mortality rates based on COVID-19 for 1 million populations has been obtained from an open sources website: worldometers.info. The data used in the study has been compiled on 28th of May 2020. The ratio of the population aged 65 or over to the general population in the countries has been obtained by referring to the data from the World Bank and Eurostat.

The number of critical care bed capacity found for 100,000 individuals, total number of cases and the ratio of the population aged 65 or over to the general population, COVID-19 mortality rates of the countries' have been compared by using the Spearman correlation.

Findings: This study shows, in relation to mortality rates of COVID-19;

There is no significant correlation ($p=0,124$) between the number of critical care bed capacity found for 100,000 individuals (YB/100,000), there is no significant correlation ($p=0,561$) between the number of cases and that there is a positive, intermediate correlation ($p=0,046$; $r=0,506$) between the ratio of individuals aged 65 or over to the national population (65+ age).

The variation of COVID-19 mortality rates between countries may be due to many factors. Further studies are needed in this regard, using a large number of parameters and up to date data.

Keywords: COVID-19, Pandemic, Mortality rates, Intensive care beds, health systems responses.

Presentation Language: Turkish

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COVID-19 KORKUSUNUN YAŞLI AYRIMCILIĞI İLE İLİŞKİSİ: KONYA ÖRNEĞİ RELATIONSHIP BETWEEN COVID-19 FEAR AND AGEISM: THE CASE OF KONYA

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ABSTRACT

Problem of Study: Is there a relationship between COVID-19 fear and ageism?

Purpose of the Study: This study aims to reveal whether there is a relationship between COVID-19 fear experienced by individuals aged 18-65 living in Konya and ageism.

Method: This study is planned in descriptive and relationship-seeker types. The population of the study consists of individuals living in Konya Province. The sample of the study consists of 683 volunteers, aged 18-65, who can be reached through Google Forms, living in Konya. The study data were collected by the Sociodemographic Characteristics Questionnaire consisting of 15 questions, COVID-19 Fear Scale with 7 items and Fraboni Scale of Ageism with 25 items.

Findings and Results: The data obtained were analyzed with SPSS 25.0 statistics program. A statistically significant relationship was found between COVID-19 korkusu and ageism, with one increasing and the other decreasing. However, this relationship has been determined to be very weak. Women's fear of COVID-19 had found to be statistically significantly higher than men's. It was determined that 71.2% of the participants thought that COVID-19 mostly affected individuals over 65 years old. COVID-19 fear and ageism; No statistically significant relationship had found between smoking, child status and marital status. As a result of the study, it has been determined that individuals living in Konya province have a positive attitude towards the elderly. It has been determined that COVID-19 fear in individuals does not cause of ageism.

Keywords: COVID-19, Ageism, Elderly, Fear of COVID-19

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ANXIETY, ATTITUDE AND OPINION OF HEALTHCARE PROVIDERS AGAINST COVID-19 PANDEMIC

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Deniz GÜNEŞ¹

ABSTRACT

Problem of Research: As we know, COVID-19 virus spread from China to the world. Turkey has been one of the countries where the spread of the pandemic with the first case seen March 11, 2020. Since health care providers have a big role in combating pandemic, they have the greatest risk associated with pandemic.

Purpose of the Study: The aim of the study is to determine how health care providers are affected by the pandemic, what are their attitudes and opinions towards the risk they are carry with. Therefore, to combat with the pandemic, creating data for determining the supports that health care providers may need.

Method: The COVID-19 Pandemic Health Worker Scale developed by the researchers was used as a data collection tool in this study. The research was conducted by online survey method in Turkey. In the survey answered by 840 health care providers, 29% of the participants are physicians and 42% are nurses. Descriptive statistical methods and correlation analysis were used to analyze the data. The confidence interval was found to be 95%.

Findings: According to the findings of the study, 31.4% of health care providers have contacted patients with a diagnosis of COVID-19, and 26.8% provide healthcare to patients with a diagnosis of COVID -19. There is a relationship between the occupational groups of health care providers who have contacted the COVID-19 cases and those of the service providers. Among the participants, only 17 health care providers had a diagnostic test; 7 of them were positive with COVID-19 results. Health care providers expressed their working conditions, the level of struggle of the authorities with COVID-19 and their level of anxiety as medium level.

Conclusion: Although healthcare providers provide services to patients diagnosed with COVID 19, adequate testing is not performed. Although healthcare providers provide services to patients diagnosed with COVID -19, they do not have a sufficient number of COVID-19 diagnostic test. The risk of infection threatens the group of nurses the most. Considering that COVID 19 is a global threat, first of all, necessary measures should be taken to protect healthcare workers and their families, and professional support should be given in order to eliminate their anxiety.

Key words: COVID-19, Health Care Provider, Pandemic

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Oturum 3. Oturum: COVID - 19

Oturum Başkanı Prof. Dr. Mustafa Kasım Karahocagil

Sunum Günü 09 Temmuz 2020

Sunum Saati 15:50 - 17:20

COVID 19 PANDEMIA PROCESS MANAGEMENT AND RECOMMENDATIONS FOR STRATEGIC PLANNING

Ayşegül TURAN¹

ABSTRACT

The Problem of the Research: Since the health sector must have a flawless structure that does not accept errors, finer calculations are needed in the management of this area. Experiences and analysis are important for future planning in the field of health. During the COVID 19 pandemic, issues such as the structure of the virus, transmission routes, and the immune system have always been on the agenda. It is seen that issues such as benefiting from health insurance compared to the country's population, digitalization in health services, and establishment of health-related databases on the e-state platform have not been brought to the agenda yet. Unregistered employment and thus uninsured individuals create an extra burden on the state in times of pandemic. Lack of a database where individuals have demographic, health and residence data together negatively affects regional decision-making and planning processes. For this reason, it is necessary to take precautions and make strategic plans for the COVID 19 pandemic and other disaster situations.

Purpose of the Study: In this study, it is aimed to guide the next strategic planning by evaluating the COVID 19 pandemic issues within the framework of disaster management, which has an important place in health services management, the technological infrastructure of the existing official platforms and the insurance system are evaluated and it is aimed to guide the next strategic planning.

Method: In the research, a literature review was made. The pandemic process management was analyzed using official data of Ministry of Health about COVID 19 and official data of SGK and TÜİK and suggestions were made for strategic planning.

Findings and Results: In healthcare management, the decision making process based on healthy data, implementation of decisions, monitoring of positive / negative results, ensuring international control, updating the process, and utilizing different science disciplines are the most correct strategies to be implemented. Behind of Turkey's achievements of this pandemic is having a true vision of health care planning as well as devoted health professionals.

The way to determine a successful strategy in these outbreaks is through cooperation with stakeholders. In this pandemic, the Social Security Institution has undertaken the diagnosis and treatment costs of all citizens, with or without insurance. The financing of salaries due to increased employment of health workers and additional costs for hygiene in pandemics imposes an additional burden on the state. The absence of recycling due to uninsured individuals has increased the cost of health care. Establishing a database where individuals' health insurance status is displayed on the e-state platform helps to determine the health insurance status of the society in a transparent way. Thus, individuals who do not have any insurance are identified and included in insurance coverage as soon as possible.

The demographic structure of each province can be prepared graphically by the General Directorate of Population and Citizenship Affairs, a segment that may pose a risk especially for the elderly population or socio-economic situation can be identified. Family physicians can add the list of individuals with chronic disease and immune system disease to this application through the E NABIZ system. Thus, provincial administrators will be able to take measures related to risky individuals more quickly in case of a pandemic.

Hospital information management system software companies must produce new software that will make statistics easier to obtain. Thus, data collection and access to health data will be easier. Hospital information management systems provide a lot of data on healthcare provision of hospitals. The soundness of these data makes you feel safe in planning for the future. Information technologies have more importance in pandemic situations.

The Filyasyon Team consisting of healthcare professionals has taken over the task of tracking COVID 19 contacts. In some foreign countries, it is seen that this task is done through smart phones. This task Filyasyon team dealing with COVID 19 contacts one by one is laborious and risky in terms of contagiousness. Smartphone applications related to COVID 19 in foreign countries have risk concerns regarding the security of personal data. Thanks to the development of the HES (Hayat Eve Sığar) application and making it suitable for these tasks, it is easier to follow the filyasyon and because it is a native software (security weakness problem of foreign applications), this application can be preferred by the citizen.

COVID 19 pandemic will gradually to increase state's weight in the economy. Agriculture and safe food will be brought to the agenda with increasing awareness to health in the following days. Turkey's need for capital is a known fact in terms of international economic activities but Turkey remains a sought-after partner due to strong production and manpower.

Stronger infrastructures and qualified minds will be needed in the field of health. The opinions and experiences of all health professionals should be used in pandemic management. Health professionals who want to take part in scientific activities should be supported.

Key Words: health management, strategy, disaster, pandemic.

GİRİŞ

COVID 19 salgını bizlere sağlık hizmetlerinde her an beklenmedik krizlere/afetlere/salgınlar karşı hazırlıklı olmanın önemini hatırlatmıştır. Sadece Türkiye’de değil tüm dünyayı etkileyen bu salgın hayat düzenimizde ve olaylara bakış açımızda derin değişikliklere neden olmuştur. Sağlık alanında salgınlar, biyolojik afetler arasında “pandemik felaketler” kategorisinde incelenmektedir (Turan ve Çelikyay Hamza, 2020: 7).

Bu çalışmada sağlık hizmetleri yönetiminde önemli bir yere sahip olan afet yönetimi çerçevesinde COVID 19 salgını konusu ele alınarak, bir daha ki stratejik planlamalara rehberlik edilmesi amaçlanmıştır. Bu amaçla dünya ve Türk sigorta sistemleri, sağlık hizmetlerinde afet yönetimi ve COVID 19 salgınının yönetimi konuları incelenmiş ve geleceğe yönelik planlamalarda önerilerde bulunulmuştur.

Bu çalışmada Sağlık Bakanlığı, Sosyal Güvenlik Kurumu ve TUIK verileri ile konu hakkındaki literatürden faydalanılmıştır. Sağlık bakanlığı, 2019 yılında hazırlanmış olduğu pandemik influenza ulusal hazırlık planının da sayesinde COVID 19 salgınına hazırlıksız yakalanmamıştır. Bu salgında Coronavirüs Bilim Kurulu üyeleri en çok gündemde kalan kişiler olmuşlardır. Sosyal güvenlik sistemimiz salgın süresince tüm vatandaşlarımızın teşhis ve tedavileri giderlerini üstlenerek sosyal devlet duruşu sergilemiştir. İstatiksel verilerin şeffaf bir şekilde açıklanması toplumda güven uyandırmıştır.

Sağlık hizmetleri yönetiminde sağlıklı veri üzerinden kararların alınması ve uygulanması, uluslararası düzeyde kontrolün sağlanması, sürecin güncellenmesi, farklı bilim disiplinlerinden faydalanılması uygulanması gereken en doğru stratejidir. Türkiye’nin bu pandemideki başarısının ardında fedakâr sağlık çalışanlarının yanı sıra doğru bir vizyona sahip sağlık hizmetleri planlaması yatmaktadır.

1. Sağlık Hizmetleri ve Afet Yönetimi

Dünya Sağlık Örgütü (DSÖ) sağlık hizmetlerini, sağlık kurumlarında sağlık personellerinden faydalanarak bireylerin ve toplumun sağlığını, her türlü koruyucu ve tedavi edici faaliyetlerini sağlamak amacıyla ülke çapında örgütlenmiş bir sistem olarak tanımlamaktadır (Kumbasar, 2016: 7). Sağlık alanı, insan hayatı uğraş konusu olan ve hassasiyet gösterilmesi gereken emek yoğun bir meslek gruplarından oluşmaktadır. Pek çok meslek grubunu bir arada barındıran sağlık kurumlarının yönetimi de bir o kadar zor olmaktadır.

Koruyucu, tedavi edici, rehabilite edici ve sağlığı geliştirici sağlık hizmetlerinin yönetiminde sağlık politikalarına ihtiyaç duyulmaktadır. Sağlık politikası toplumun tamamının sağlığının korunması ile teşhis, tedavi ve rehabilitasyonu için yapılan faaliyetleri içermektedir ve karar vericiler, hizmet sunan/alanlar, sigorta kuruluşları, girişimciler ve sivil toplum örgütleri gibi paydaşlardan oluşmaktadır (Kumbasar, 2016: 28).

Ülkelerin sağlık sistemleri o ülkenin yöneticilerince oluşturulan ve yürütülen sağlık politikaları ile şekillenmektedir. Roemer, ülke sağlık sistemlerini, devletlerin üstlendikleri sorumlulukların aşgari olanından en merkezîyetçi sisteme göre; Serbest piyasa, refah yönelimli, kapsayıcı ve sosyalist tip sağlık sistemleri şeklinde sınıflandırmıştır (Kumbasar, 2016: 57), (Tablo 1). Serbest piyasa tipinde, kişisel ödemeler ve isteğe bağlı sigortalarla finansman sağlanırken, refah yönelimli (prime dayalı) tipte, çalışan, işveren ve devlet tarafından fonlanmaktadır. Kapsayıcı ve sosyalist sağlık sisteminde finansman tamamen devlet tarafından vergiler aracılığıyla sağlanmaktadır. Sosyalist sistemde sağlık hizmetleri devlet kontrolindedir.

Tablo 1: Ülkelerin Sağlık Sistemleri

ABD	Serbest Piyasa Tipi
Brezilya	
Endonezya	
Almanya	Refah Yönelimli Tip
Arjantin	
Fransa	
Güney Kore	
Portekiz	
Meksika	
Türkiye	Kapsayıcı Tip
Yunanistan	
Danimarka	
Finlandiya	
İngiltere	
İspanya	
İtalya	
Norveç	
Ukrayna	
Y. Zelenda	
Küba	Sosyalist Tip

Kaynak: Kumbasar, 2016: 72.

Sağlık hizmeti her zaman aynı koşullar altında sunulamamaktadır. Bazen beklenmedik olay ve durumlar hizmetlerin aksamasına neden olabilmektedir. Sağlık hizmeti sunumunu en çok etkileyen durumlardan biri de salgınlardır. Salgınlar insanlık tarihi boyunca mücadele edilmesi gereken bir tür biyolojik afet olarak nitelendirilmektedir (Turan ve Çelikyay Hamza, 2020: 7).

Afet, beklenmedik şekilde ortaya çıkan, doğal veya insan ihmali kaynaklı, yoğun zarar ve yıkımın olduğu, toplumsal hayatı kesintiye uğratan olaylardır. Afet yönetimi ise, afet öncesi, afet esnası ve afet sonrasında, yapılması gerekenlerin planlanması, örgütlenmesi, yönlendirilmesi ve denetlenmesinden oluşur. Dünyada ve ülkemizde pek çok afet yönetimi programları mevcut olup, risk azaltma, en az hasar ve yeniden yapılanma konularında araştırma ve eğitim faaliyetlerini yürütmektedirler.

Afet yönetimi açısından, salgınlar, biyolojik afetler arasında “pandemik felaketler” kategorisinde incelenmektedir. Afet yönetimi bakımından risk yönetimi süreci, risk yönetimi açısından yönetsel altyapı ya da genel durum, risk tanımlama, risk azaltma, afetlere hazırlık, afet sonrası iyileştirme planı ve finansal koruma gibi aşamaları içermektedir (Turan ve Çelikyay Hamza, 2020: 7).

2. Sosyal Güvenlik Sistemleri

Dünya ülkelerinin sigorta sistemlerine bakıldığında; prime dayalı, vergiye dayalı ve karma sistemlerin kullanıldığı görülmektedir (Er, 2011: 39). Gelişmiş ve gelişmekte olan ülkelere sigorta sistemini etkileyen farklı faktörler bulunmaktadır. Örneğin, gelişmiş ülkelerin yaşlı nüfusu fazla olduğu için, yaşa bağımlılık oranının (65 yaş üstü nüfusun 15 ile 64 yaş arasındaki çalışan nüfusa oranı) yüksek oluşu sigorta sistemlerini olumsuz etkileyen bir durumdur. 1990 yılında OECD ülkelerinde 60 yaş üstü nüfus, toplam nüfusun % 12’si iken, 2030 yılında % 30’ları bulması öngörülmektedir. Bu durumda yaşlılık sigortasının finansmanı zorlaşmaktadır (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007: 4).

Gelişmekte olan ülkelere ise yaşlı nüfus problemi olmamasına karşın, kayıt dışı istihdam nedeniyle aktif sigortalı sayısını tespit etmek zordur. Ayrıca ortalama ömürün gelişmiş ülkelere göre daha kısa olması nedeniyle erken yaşta emeklilik de gelişmekte olan ülkeler için yaşlılık sigortasının finansmanında bir sorun teşkil etmektedir.

Gerek gelişmiş gerek se gelişmekte olan ülkeler yaşlılık sigortasının finansmanı problemine çözüm üretebilmek için, emeklilik yaşını yükseltme, ödenen prim miktarını artırma, emeklilik haklarını kısıtlama ve bireysel emeklilik sistemi gibi çözüm arayışlarına gitmektedirler (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007: 4).

3. Türk Sosyal Güvenlik Sistemi ve Sağlık Hizmetleri Kapsamında Mevcut Durum

Türkiye’de gelişmekte olan ülkelere olduğu gibi kayıt dışı istihdamdan dolayı çalışan sigortalı sayısının emekli sigortalı sayısına oranındaki düşüklük nedeniyle yaşlılık sigortası finansmanı sorunuyla karşı karşıyadır.

TÜİK Hane halkı İşgücü Anketlerine göre 2020 Mart ayında istihdam edilen kişi sayısı 26.133.000’dir. Bunlardan 7.578.570 kişinin sigorta kaydı yoktur. Buna göre işgücünün yaklaşık yüzde 29,1’inin kayıt dışı çalıştığı görülmektedir. Bu duruma göre çalışan primleri ileriki yıllarda yaşlılık sigortasını karşılayamayacaktır. İleriye

yönelik yaşlılık sigortasının finansmanında yaşanacak olan sıkıntıları önlemek amacıyla prim ödemelerinde artırıma gidilmesi önerilmektedir. Mevcut durumda, Emekli sandığı % 36, SSK % 33,5 ve BAĞ KUR % 40 oranında, iştirakçilerinden prim tahsil etmektedir (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007: 14).

Yaşlılık sigortası fonunu desteklemek için, 28. 03. 2001 tarihinde 4632 sayılı Bireysel Emeklilik Sistemi (BES) kanunu çıkarılmıştır. 2005 yılında da sigorta hizmetleri ile sağlık hizmetlerinin ayrılması amacıyla Sosyal Sigortalar Kurumu hastaneleri Sağlık Bakanlığına devredilmiştir. Yeni sigorta sisteminde iş kazaları, meslek hastalıkları, hastalık ve analık sigortaları kısa vadeli; malullük, yaşlılık ve ölüm sigortaları ise uzun vadeli sigorta kolları arasında yer almaktadır (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007: 20).

Genel Sağlık Sigortası, Sosyal Güvenlik Reformunun önemli maddelerinden biridir. 2008 yılında kanunun yürürlüğe girmesi, toplumun büyük kesiminin sağlık hizmetlerinden faydalanabilmesine olanak sağlamıştır. (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007: 21). Muayene olacak maddi gücü olmamasından dolayı yakınlarının BAĞKUR karneleri ile muayene olmaya çalışan kişilerin yaşadığı bir devir bu kanunla kapanmıştır.

Türk sağlık sistemini daha iyi duruma getirebilmek için sigorta sistemimizdeki güçlü ve zayıf yönlerin bilinmesi gerekir. Yaşa bağımlılık oranını (genç nüfus nedeniyle), işsizlik sigortasını ve bireysel emeklilik sistemini, Türk sosyal sigorta sisteminin güçlü yönleri arasında saymak mümkündür. Finansman problemleri, kayıt dışı istihdam ve sigortacılık ilkelerine aykırı siyasi müdahaleler ise zayıf yönleri arasındadır (Dokuzuncu Kalkınma Planı, Sosyal Güvenlik Özel İhtisas Komisyonu Raporu, 2007:).

Türk sağlık sisteminin tarihsel gelişim sürecine bakıldığında, Kuruluş Yasası'nda Sağlık Bakanlığının ana görevlerinin; ülkenin sağlık şartlarını düzeltmek, birey ve toplum sağlığı için zararlı öğelerle mücadele edilmesi ve sosyal yardımların sağlanması olduğu görülmektedir. 1945 – 1960 döneminde ise; koruyucu hekimlik, köylerde sağlık örgütleri, yeni sağlık tesisleri kurmak ve sağlık sandıkları oluşturmak gibi hedefler yer almaktadır. 1960 – 1980 döneminde “Sağlık Hizmetlerinin Sosyalleştirilmesi Hakkında Kanun” yürürlüğe girmiş, 1989 – 2002 döneminde ise sağlıkta reform yasası gündeme gelmiştir. Bu dönemde iki sağlık kongresi yapılmıştır. 2002 sonrası dönem, tüm kamu hastanelerinin tek çatı altında toplandığı, kişilerin sevk almaksızın doğrudan istedikleri hastanelere başvurabildikleri, ilaçlarını herhangi bir eczaneden aldıkları, sosyal güvenlik kurumları ayırımının kalktığı, sağlık hizmetlerinde ve ilaçlarda KDV oranının düşürüldüğü ve aile hekimliği uygulamasının hayata geçirildiği dönem olarak tarihe geçmiştir (Er, 2011: 67).

4. Türkiye’de Pandemi Sürecinin Yönetimi

Bu salgında sağlık sigorta sisteminin önemi bir kez daha ortaya çıkmıştır. Bazı ülkelerde çok yüksek tedavi masrafları olduğu basında yer almıştır. Türkiye’de COVID 19 salgınında kamu ve özel sağlık kurumlarında teşhis ve tedavi hizmetlerinin SGK tarafından karşılandığı özel düzenleme yapılmıştır. Ayrıca ücretsiz maske dağıtımı ile vatandaşın sağlığının önemsendiği bir kez daha ortaya konmuştur. Maske dağıtımı ülke içi ile sınırlı kalmamış, ihtiyacı olan yabancı ülkelere de gönderilmiştir. Bu yardımların Türkiye’nin uluslararası alandaki ilişkilerinde ileriye yönelik bir yatırım olduğu söylenebilir (Şeker vd., 2020).

Pandemi ile ilgili önemli tarihlere bakılacak olursa, 31 Aralık 2019’da Çin’de ilk vakanın görüldüğü, bundan 10 gün sonra T.C. Sağlık Bakanlığı’nca Coronavirüs Bilim Kurulu’nun Kurulduğu (henüz DSÖ pandemi ilan etmeden), 11 Mart’ta Türkiye’de ilk vakanın görüldüğü, DSÖ’nün pandemi ilanı ve 17 Mart’ta ilk korona virüs nedenli ölümün gerçekleştiği görülmektedir (Şeker vd., 2020). 12 Mayıs 2020 tarihi itibarı ile iyileşen hasta oranı %70 (dünya genelinde % 35) olarak açıklanmıştır (TC Sağlık Bakanlığı, 2020). Bu salgında ilk olarak, hastalığın ülkeye girmesini önlemek için önlemler alınmıştır (Demirbilek ve diğerleri, 2020: 494). COVID 19 damlacık yoluyla bulaştığı için sosyal mesafenin korunması büyük önem taşımaktadır. Salgın süresince korunmaya yönelik tedbirler açısından Coronavirüs Bilim Kurulu’nun önerileri doğrultusunda, esnek çalışma koşulları ve uzaktan eğitimle ilgili mevzuat düzenlemeleri yapılmıştır.

Salgın kapsamında halkın doğru bilgilendirilmesi için ulusal platformlar oluşturulmuştur. Bu platformlarda (COVID-19 HUB, COVID-19 Haber Postası, COVID-19 Türkiye Web Portalı, vs.) sadece Türkiye ve dünyadaki güncel bilgilere değil bilimsel çalışmalara ve faydalı bağlantılara da yer verilmektedir.

COVID 19 salgınında sağlık çalışanlarının cephedeki asker gibi çalıştıklarına hepimiz şahit olduk. Kimileri tedavi ettikleri hastalarından hastalığa yakalanıp hayatlarını kaybederken, kimileri hastalanıp iyileştikten sonra görevlerinin başına döndüler. Günlerce ailelerinden uzak kaldılar. Üstelik OECD ülkelerine göre çok daha az sayıda çalışanla çok başarılı işlere imza attılar (Tablo 2).

Tablo 2: Türkiye ve OECD Sağlık İnsan Kaynakları Karşılaştırılması

Gösterge	Türkiye	OECD
Bir doktor başına düşen nüfus	498,2	341,3
Bir hemşire başına düşen nüfus	431,2	102
Bir diş hekimi başına düşen nüfus	2496	1685

Kaynak: Şeker vd., 2020

COVID 19 salgını ile mücadelede Türk sağlık sisteminin başarılı olduğu genel anlamda kabul gören bir kanaattir. Böylesine tehlikeli bir salgına nasıl bu kadar hazırlıklı olunabilir sorusunun cevabı 2019 yılı Pandemi İnfluenza Ulusal Hazırlık Planında yatmaktadır. Pandemi hazırlık planı, epidemiyoloji, veri toplama, önlemler, tedaviler, mevzuat, organizasyon ve pandemi durumunda lazım olabilecek konularla kapsamlı bir içeriğe sahiptir (Pandemi İnfluenza Ulusal Hazırlık Planı, 2020).

Pandemi İnfluenza Ulusal Hazırlık Planına (2020) göre, yeni bir influenza virüsüne bağlı enfeksiyon saptandığında, risk altındaki nüfus için bilgilendirme, hayvan ve insan sağlığı alanında çalışanlara ileride yapılacak olan uygulamalar hakkında bilgi verme, toplumda hijyen alışkanlığı geliştirilmesi, salgın riskini tespit edebilmek için erken uyarı sistemlerinin devreye konulması ve salgınla ilgili ekip, prosedür ve laboratuvarların hazır olmasına yönelik önlemler alınmalıdır.

Salgında kurumlar arası koordinasyonu sağlamak amacıyla oluşturulan Ulusal Koordinasyon Kurulu'nun görevleri arasında, bilgi akışının sağlanması, bakanlıkların salgınla ilgili uygulamaları hayata geçirmelerinin temini, Bakanlık Operasyon Merkezi'nin görevini yürütmesinin düzenlenmesi, raporların değerlendirilmesi, salgın nedeniyle ertelenecek hizmetlere karar verilmesi yer almaktadır (Pandemi İnfluenza Ulusal Hazırlık Planı, 2020). Ulusal Koordinasyon Kurulu'nda pek çok bakanlık ve sivil toplum kuruluşu temsilcisi yer almaktadır. Bunlardan SABİM (ALO184) çağrı merkezinin COVID 19 salgınında halkı bilgilendirmesi ve yönlendirmesi, Milli Eğitim Bakanlığı'nın uzaktan eğitim faaliyetleri ve öğrenci yurdu ve pansiyonlarla pandemi karantina sürecini yönetmesi ve yerli solunum cihazı çalışmaları göze çarpan faaliyetler arasındadır. Ayrıca sağlık çalışanlarının kişisel koruyucu ekipmanlarının temininde sivil kuruluşların desteği de toplumsal birliğin göstergelerindedir.

Pandeminin il bazında yönetilmesi açısından Pandemi İnfluenza İl Hazırlık ve Faaliyet Planları hazırlanmıştır. Bu planda, mevcut duruma ait veriler, influenza pandemisi için oluşturulan Komite ve Merkezler, İl Kurum ve Kuruluşlarının salgına yönelik sorumlulukları, İlde Kurulması Gereken Ek Hizmet Birimleri ve Alan Hazırlığı ve Sürveyansa ait görevler yer almaktadır. Pandemi yönetiminde İl Koordinasyon Kurulu, Sağlık Bakanlığı, İl Operasyon Merkezi, Valilik ve diğer kurum ve kuruluşlar arasında koordinasyonunun sağlanması, İl Operasyon Merkezinin görevinin yürütülmesinin düzenlenmesi, Sağlık Bakanlığı'nın görüşleri doğrultusunda; pandemi dönemindeki hizmetlerin detaylarının değerlendirilmesi, ertelenecek hizmetlerin duyurulması, paydaşların faaliyetlerinin koordine edilmesi, Sağlık Bakanlığı uygulamalarının ilde gerçekleştirilmesinin sağlanması, İl Operasyon Merkezinden gelen verilerin ilgili birimlerle paylaşılması, basın ve iletişim görevlerinin düzenlenmesi gibi görevler üstlenmektedir (Pandemi İnfluenza Ulusal Hazırlık Planı, 2020).

COVID 19 salgınında Sağlık Bakanlığı'nın daha önceden hazırlanmış bir risk yönetim süreci ilkelerini uyguladığı sistemin işleyişinden belli olmaktadır (Tablo 3). Kamuoyunun bilgilendirilmesi, karar alma süreçlerine Bilim Kurulu tavsiye kararları üzerinden katılım sağlanması, alınan tedbirler konusunda ölçülü davranılmasına özen gösterilmesi ve istisnai koşulların belirlenmesi, kanıt ve veriye dayalı açıklamalar yapılması ve ilgili kurum ve kuruluşların görev alanlarıyla ilgili olarak sorumluluk üstlenmesi, Türkiye'nin COVID 19 salgını mücadelesinde risk yönetimi süreci ilkelerini hassasiyetle uyguladığının göstergesidir (Turan ve Çelikyay Hamza, 2020: 11).

Tablo 3: Risk Yönetim Süreci İlkeleri

Açıklık ve şeffaflık	Hükümetin halka yönelik risklerin doğası hakkında ve bunları ele alırken izlediği süreç hakkında açık ve şeffaf olması
Katılım	Hükümetin, karar alma sürecine, etkilenenlerin geniş katılımını sağlaması
Orantılılık ve tutarlılık	Hükümetin riskle mücadele sürecinde orantılı hareket etmesi
Kanıt	Hükümet kararlarıyla ilgili tüm konuları kanıtlara dayandırması
Sorumluluk	Hükümetin, riskleri kontrol etmek için risk yönetimi sorumluluğunu üstlenmesi

Kaynak: Aven ve Renn, 2018: 231.

Bu sürecin ana aktörleri, Cumhurbaşkanlığı'nın yanı sıra, Sağlık Bakanlığı, İçişleri Bakanlığı, Milli Eğitim Bakanlığı, Tarım ve Hayvancılık Bakanlığı, Sanayi ve Teknoloji Bakanlığı, Ulaştırma ve Altyapı Bakanlığı, Aile, Çalışma ve Sosyal Hizmetler Bakanlığı, Maliye ve Hazine Bakanlığı, Kültür ve Turizm Bakanlığı, Ticaret Bakanlığı, Dış İşleri Bakanlığı, Çevre ve Şehircilik Bakanlığı, Valilikler, Yerel Yönetimler, Uzmanlar ve Bilim

İnsanları ile Sivil Toplum Örgütleridir. Ancak COVID 19 salgını ile birlikte en fazla öne çıkan aktörlerden birinin Sağlık Bakanlığı bünyesinde kurulan Bilim Kurulu olduğu görülmektedir (Turan ve Çelikyay Hamza, 2020: 13). COVID 19 bilim kurulu üyeleri farklı bilim dallarında uzmanlığa sahiptirler. Salgın sürecini takip ederek güncel bilgileri ve tavsiyelerini halkla paylaşmışlardır (Koçak Tufan ve Kayaaslan, 2020: 506).

Bu salgında mülteciler de ihmal edilmemiştir. COVID 19 salgını sürecinde Türkiye Yunanistan sınırında bekleyen göçmenlerin bir kısmı yaşadıkları şehirlere geri dönerken diğerleri belirlenen yurtlarda karantinaya alınmıştır (Türkiye'deki Göçmenler, 2020). Türk toplumunda insanı yaşat ki devlet yaşasın ilkesi tüm toplumu kapsamaktadır.

5. Sonuç ve Stratejik Planlamaya Yönelik Öneriler

Sağlık hizmetleri yönetiminde sağlıklı veri üzerinden karar alma süreci, kararlarının uygulanması, aksayan bölümlerle, olumlu/ olumsuz sonuçların takibi, uluslararası düzeyde kontrolün sağlanması, sürecin güncellenmesi, farklı bilim disiplinlerinden faydalanılması uygulanması gereken en doğru stratejidir. Türkiye'nin bu pandemideki başarısının ardında fedakâr sağlık çalışanlarının yanı sıra doğru bir vizyona sahip sağlık hizmetleri planlaması yatmaktadır (Budak ve Korkmaz, 2020: 76).

Türkiye Odalar ve Borsalar Birliği Sağlık Hizmetleri Meclisi'nin 14 Mayıs 2020 tarihli toplantısındaki değerlendirmelere göre, pandemi döneminde hastanelere olan hasta başvuruları azalmış olsa da, hijyen tedbirleri nedeniyle artan ilave giderler (tek kullanımlık kişisel koruyucu ekipmanlar, ortam temizliğinde dezenfektan ve el hijyeninde antiseptikler, vs.), hastanelere gelir sağlayan bazı tedavi ve uygulamaların ertelenmesi, sağlık çalışanı istihdamının arttırılması neticesinde Sağlık Bakanlığı'nın mali yükü artmıştır (Sağlık Hizmetleri Meclisi, 2020). Bu nedenle ileriye dönük planlamalarda bu durum göz önünde bulundurulmalı ve finansal koruma önlemleri alınmalıdır.

Sağlık Bakanlığı tarafından hazırlanan COVID 19 raporuna göre, günümüzde en büyük küresel salgın riskleri; İlaça dirençli sıtma, H5N6 gribi, H10N8 gribi, H5N1 gribi, H7N9 gribi, MDR/XDR tüberkülozu, 2009 H1N1 gribi, Antimikrobiyal dirençli tehditler, CRE, MRSA, C. Difficile, N. Gonorrhoeae, Ebola virüsü, Adenovirüs salgını olarak görülmektedir (Şeker vd., 2020). Bu veriler gösteriyor ki sağlık sisteminin her an salgın durumuna hazırlıklı olması, en kötü senaryoları hesaba katması ve krizi fırsata dönüştürebilecek yaratıcı düşüncelere ihtiyacı bulunmaktadır.

Bu salgınlarda başarılı bir strateji belirlemenin yolu paydaşlarla işbirliğinden geçmektedir. Sosyal Güvenlik Kurumu bu salgında, sigortası olsun veya olmasın tüm vatandaşların teşhis ve tedavi masraflarını üstlenmiştir. Bireylerin sağlık sigorta durumlarının, e devlet platformunda görüntülediği veri tabanının oluşturulması, toplumun sağlık sigorta durumunun şeffaf bir şekilde belirlenmesine yardım edecek, böylece herhangi bir sigortaya sahip olmayan bireylerin tespit edilerek bir an önce sigorta kapsamına alınması sağlanacaktır.

Nüfus ve Vatandaşlık İşleri Genel Müdürlüğü tarafından her ilin demografik yapısı grafik halinde hazırlanarak, özellikle yaşlı nüfus veya sosyo ekonomik durum açısından risk oluşturabilecek kesim tespit edilebilir. Aile hekimlikleri de e nabız sistemi üzerinden kronik hastalıkları ve bağışıklık sistemi yetmezliği bulunan bireyleri bu uygulamaya dâhil edebilir. Böylelikle il yöneticileri salgın anında riskli bireylerle ilgili önlemleri daha çabuk alabileceklerdir.

Hastane bilgi yönetim sistemi yazılım şirketleri, istatistiklerin daha kolay elde edileceği yeni yazılımlar üretmelidirler. Böylelikle veri toplama ve sağlıklı veriye ulaşım kolaylaşacaktır. Hastane bilgi yönetim sistemleri hastanelerin sağlık hizmetleri sunumuna dair pek çok veriyi sağlamaktadır. Bu verilerin sağlıklı olması geleceğe yönelik planlamada güvende hissettirir. Salgın durumlarında bilgi teknolojileri daha büyük önem arz etmektedir.

Sağlık çalışanlarından oluşan filyasyon ekibi COVID 19 temaslı kişilerin takibi görevini üstlenmiştir. Yabancı ülkelerin bazılarında bu görevin akıllı telefonlar yoluyla yapıldığı görülmektedir. Filyasyon ekibinin COVID 19 temaslılarla tek tek ilgilenmesi hem emek isteyen hem de bulaşıcılık açısından riskli bir görevdir. Yabancı ülkelerdeki COVID 19 ile ilgili akıllı telefon uygulamalarının kişisel verilerin güvenliği açısından risk endişesi vardır. Hayat Eve Sığar (HES) uygulamasının geliştirilerek bu görevlere uygun hale getirilmesi, hem filyasyon takibini kolaylaştıracaktır, hem de yerli yazılım olması nedeniyle (yabancı uygulamaların güvenlik zaafiyeti sorunu) vatandaş tarafından tercih edilecektir.

COVID 19 salgını, devlet ekonomideki ağırlığını giderek artıracak, sağlığa olan duyarlılığın artmasıyla tarım ve güvenli gıda daha çok gündeme gelecektir. Uluslararası ekonomik faaliyetler açısından Türkiye'nin sermaye ihtiyacı bilinen bir gerçektir fakat güçlü üretim ve işgücü yönüyle de arandığı ortak durumundadır. Sağlık alanında daha güçlü altyapılara ve nitelikli beyinlere ihtiyaç olacaktır. Salgın yönetiminde tüm sağlık çalışanlarının görüş ve tecrübelerinden faydalanılmalıdır. Sağlık çalışanları arasında bilimsel faaliyetlerde yer almak isteyenlerin önu açılması, desteklenmelidir.

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SOCIAL ATTITUDE AND OPINIONS AGAINST COVID-19 PANDEMIC

Sedat BOSTAN¹
Ramazan ERDEM²

ABSTRACT

Problem of Research: COVIDien-19 pandemic was a major trauma in Turkey as the whole world. The society changed its daily life completely during the pandemic process. Thus, the whole life of the society was affected by the pandemic.

Purpose of the Study: This study aimed to determine the attitudes and opinions developed by the society from the pandemic process. With the study, it is expected to understand the contribution of social attitude to the fight against pandemic.

Method: To this end, data were collected from 504 people with different socio-demographic features through COVID-19 Pandemic Community Scale. The scale developed by Bostan et al. was validated with factor analysis. The impact of the pandemic on the society was measured in four dimensions as anxiety, protection, trust and transformation. Cronbah’c Alpha reliability coefficient is calculated as 0,84.

Findings: The results of the research show that the anxiety level of the society is high and the level of protection is very high against COVID-19. In the fight against pandemic, the level of trust in social and public institutions was found high. It has been understood that the transformative effect of pandemic on society is high. It was determined that the demographic characteristics of the participants were effective on their attitudes and opinions towards the pandemic. As a consequence, It can be said that high sensitivity and protection attitudes of the society play a role in success in combating pandemic.

Key words: COVID-19, Pandemic, Social Impact, COVID-19 Pandemic Community Scale

Presentation Language: Turkish

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INVESTIGATION OF SOCIETY ANXIETY, DEPRESSION AND INTENTION TO GO TO HOSPITAL IN THE PROCESS OF PANDEMIC

Sedat BOSTAN¹
Ahmet KAYA²

ABSTRACT

Problem of Research: The society had to live in their homes in March, April and May, when the pandemic was intense. For society, this was an unfamiliar situation. Authorities allocated hospitals to patients with COVID-19 to combat the pandemic. Many individuals who use health care in routine have been concerned about using health services.

Purpose of the Study: The aim of this study is to determine the reflection of this stress experienced by the society on anxiety and depression levels. It is also to measure the intentions of individuals to go to the hospital.

Method: The study was carried out with scales of back anxiety, back depression and intention to go to hospital. Scales were validated by factor analysis. The research sample consisted of 1007 individuals. It was found that the reliability of the research scales was high..

Findings: According to the research findings; it was observed that 34.5% of the society experienced different levels of anxiety. 52.5% of the society was found to experience depression at different levels. It was understood that 51.2% of the society did not intend to go to the hospital in any case. It was determined that demographic features such as gender, age and education were effective on the scales. A linear correlation was observed between the scales.

Key words: COVID-19 Pandemi, Anxiety, Depression, Intention to Go to the Hospital, Society

Presentation Language: Turkish

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Oturum 3. Oturum: COVID - 19

Oturum Başkanı Prof. Dr. Mustafa Kasım Karahocagil

Sunum Günü 09 Temmuz 2020

Sunum Saati 15:50 - 17:20

THE RELATIONSHIP BETWEEN INTENTION TO GO TO HOSPITAL AND ANXIETY, DEPRESSION LEVEL ON PATIENTS WITH DIABETES MELLITUS DURING THE COVID-19 PANDEMIA

Yasemin KAYA¹

ABSTRACT

Aim: To investigate the level of anxiety and depression in patients with diabetes mellitus during the COVID 19 pandemic process and its relationship with intention to go to the hospital.

Materials and Methods: The Intention to Go to the Hospital Scale developed as data collection tools by the researchers and Beck Anxiety and Depression Scale were used in the study. The research was carried out on patients with Diabetes Mellitus using the online survey method. Descriptive statistical methods, significance tests, t-test and correlation analysis were used in the analysis of the data.

Results: 74 patients (n=34 diabetes mellitus, n=40 control group) were included in the study. 67,76% of the diabetes mellitus group and 42,5% of the control group were women (p=0,15). 5,8% (n=2) of the diabetes group, 12,5% of the control group (n=5) encountered COVID-19 patient (p=0.33). 20,58% of diabetic patients and 7,5% of the control group were infected with COVID-19 (p=0.09). 47,05% in diabetes mellitus group, 42,5% in the control group found anxiety (p=0,49). Depression was detected in 52,9% of the diabetes group and 37,5% of the control group (p=0.05). There was no difference between the diabetes group and the control group in terms of intentions to go to the hospital.

Conclusion: COVID-19 pandemic increases the level of depression in Diabetes Mellitus patients. There was no change in the intention to go to the hospital in patients with Diabetes Mellitus

Keywords: COVID-19, Diabetes Mellitus, Anxiety, Depression, Intention to Go to Hospital

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NEUROSURGERY DURING THE COVID-19 PANDEMIA

Bülent GÜLENSOY¹

ABSTRACT

The Problem of the Study: New type Coronavirus disease-2019 (COVID-19), attitudes of patients who were operated in our neurosurgery clinic due to a pandemic to come to their postoperative controls during the pandemic process

Aim: COVID-19, a new type of infectious disease, spread rapidly all over the world since December 2019. Until now, a definitive, effective treatment has not been defined. For this disease whose vaccine cannot be developed, all we have is to apply protective measures (maintaining social distance, personal health information, quarantine and isolation) carefully. In this study, the patients who were operated on in the neurosurgery clinic during the COVID-19 pandemic period were not examined for fear of infection transmission due to the epidemic, their postoperative problems were not investigated.

Methods: The clinical data of 36 patients who were operated in our neurosurgery clinic between 11 March and 11 May 2020 were obtained retrospectively by scanning the database from the database. Patients who did not come for postoperative control were called by phone on the 15th day after the operation. Interviews were transcribed and descriptive statistics were calculated.

Findings and Results: 36 patients who were operated in our hospital were included in the study. Due to the fear of transmission of infection caused by pandemic patients, the number of patients who came to the post-operative control has decreased and therefore problems have developed. Failure of patients to come to the postoperative controls led to late diagnoses and complications started late. Pulmonary embolism due to deep vein thrombosis developed in one of our patients, causing wound infection in two of our patients and the need for reoperation in one patient due to persistent pain due to instability.

In our globalized and intercontinental travel world, the epidemic went beyond its expected effects and caused a series of problems. While the number of patients who came for postoperative control during the same period of the previous year was 100%, it decreased to 57% during the pandemic period. COVID-19 pandemic caused a decrease in the number of patients and follow-up in our neurosurgery clinic, as well as delays in intervening postoperative complications. Optimal care in the neurosurgery clinic; The provision of security training and practices can be well maintained by proper implementation of crisis protocols. Attention should be paid to the use of personal protective equipment in the neurosurgery outpatient clinic, the importance of patients coming to the post-operative control and the measures used in the outpatient clinic should be explained in detail. An action plan should be developed for future outbreaks.

Key words: COVID-19, postop complications, neurosurgery clinic

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EFFECTS OF THE COVID-19 PANDEMIC ON EDUCATIONAL ACTIVITIES IN THE FIELD OF NEUROSURGERY

Ali YILMAZ¹

ABSTRACT

The Problem of the Study: The effects of the COVID-19 pandemic on scientific activities and education in neurosurgery clinics.

The Purpose of the Study: The aim of this study is to investigate the effects on scientific activities and training in neurosurgery clinics caused by the outbreak during the COVID-19 pandemic.

Methods: 240 neurosurgeons working in the public and private sectors in Turkey were asked questions about training and scientific activities in clinics during the outbreak, given the pandemic conditions and the unwillingness of physicians to complete the survey, the participation of 240 people could be said to be satisfactory.

Findings and Results: Two hundred and forty neurosurgeons participated in the study. 63.8% of the participants encountered cases of COVID-19, and 53.8% of the participants served patients diagnosed with COVID-19. Study results showed that 79.5% of neurosurgeons were unable to perform scientific studies and educational activities in their clinics during pandemic. After disruption of education and scientific activities was noticed during the pandemic process, an online training process was initiated almost daily via the online internet run by a neurosurgery clinic at a State University. In this way, experienced neurosurgeons were able to reach their colleagues during the training process. In a globalized world, the effects of the pandemic have significantly affected social and working lives beyond mortality. The COVID-19 pandemic caused severe disruption in the routine functioning of neurosurgery clinics. One of these disruptions is educational and scientific activities. It is important to integrate the online education infrastructure into clinics and to ensure that the necessary measures are taken by health organizations.

Key Words: COVID-19, education, neurosurgery clinic, scientific activity

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THE EFFECT OF COVID-19 PANDEMIC TO THE PRACTISES OF CARDIOLOGY CLINICS*

Ahmet KAYA¹
Sedat BOSTAN²
Osman BEKTAŞ¹
Mehmet FİLİ¹

ABSTRACT

The Problem of the Study: Pandemics are large-scale infectious disease outbreaks that can greatly increase morbidity and mortality across a wide geographic area and cause significant economic, social, and political disruption. Although revised updated guidelines on the approach to cardiovascular diseases published during the COVID-19 pandemic, it is not known how much cardiologists adhered to these guidelines and how much they changed the traditional and familiar diagnostic and therapeutic approaches.

The Purpose of the Study: The study aimed to determine COVID-19 pandemic on the attitudes of cardiologists, effect on clinical functioning.

Method: The clinical activities scale developed by researchers were used as data collection tools in the study. The research was conducted by using the online survey method. Descriptive statistical methods, materiality tests, correlation, and regression analysis were used in the analysis of the data. Analysis of the data was carried out in a 95% confidence range.

Findings and Results:

In cardiology clinics, patient admission continued; elective interventional diagnosis and treatment work decreased. Cardiologist declared that there was a serious decline in acute coronary syndrome application (87.2% of cardiologist) and that the most common cause of patients not wanting to come to the hospital was the fear of being infected. The number of patients who were admitted to the clinic decreased; patients broke their appointments for routine control procedures; therefore, interventional therapy of the following processes delayed; lack of clinics that remotely follow up the patients by using telemedicine techniques; generally, these delays disturbs cardiologist vocationally. Overall, clinical activities were significantly disrupted. The severity of pandemic and the improved treatment protocols for COVID-19 were found to be effective in cardiac interventional treatment decisions. Cardiologists stated that patients admitted to their clinics generally had COVID-19 screening. They are doing a special assessment about COVID-19 for the patients who admitted to clinic patients; questioning the COVID-19 symptoms; they make suspected cases have thoracic computerized tomography (CT); doing COVID-19 test for a very few patients. The COVID 19 pandemic caused severe disruptions in the the routine functioning of cardiology clinics, interventional procedures. In a pandemic, the treatment of infected patients, as well as non-infected patients, should be taken measures to affect the least.

Keywords: COVID-19, Cardiology, Practises of Cardiology Clinics

*Bu bildiri Prof. Dr. Ahmet Kaya'nın danışmanlığında yürütülen çalışmadan üretilmiştir.

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Oturum 4. Oturum: COVID - 19
Oturum Başkanı Doç. Dr. Ali GÜNEŞ

Sunum Günü 10 Temmuz 2020
Sunum Saati 10:00 - 11:30

THE EFFECT OF COVID-19 PANDEMIC ON THE ANXIETY LEVELS OF INTERNAL MEDICINE PHYSICIANS AND PRACTISE OF INTERNAL MEDICINE CLINICS¹

Yasemin KAYA²
Sedat BOSTAN³
Harun DİĞEROĞLU²
Muhammet ÖZBİLEN⁴
Havva KESKİN⁵

ABSTRACT

The Problem of the Study: It is known that there are various changes in clinical procedures in hospitals during the COVID 19 pandemic process.

The Purpose of the Study: The aim of the study is to determine the anxiety levels of internal medicine specialists and to investigate the effect of pandemic on practise of internal medicine clinics in the COVID-19 pandemic.

Method: The Clinical Activities Scale developed as data collection tools by the researchers and Beck Anxiety Scale were used in the study. The research was carried out on Internal Medicine Physicians using the online survey method. Descriptive statistical methods, significance tests, correlation and regression analysis were used in the analysis of the data

Findings and Results: 93 internal medicine specialists participated in the study. Changes in clinical practice of internal medicine physicians are as follows; 37.7% of them do not want to perform the physical examination, 43% of the physicians postponed the research of patients who needed an examination, 64.5% of their chronic patients did not come to their routine controls and 50.5% of the physicians had a disruption in the follow-up of chronic patients. It was understood that working in a pandemic hospital ($p=0.026$); encounter with COVID 19 patient ($p=0.004$) and the COVID-19 patient treatment ($p=0.005$) caused significant differences in clinical approach. Clinical approach of physicians working in pandemic hospital; clinical approach of physicians encountering COVID-19 patients and the clinical approach of physicians treating patients with COVID-19 were more affected by COVID-19. Anxiety was detected in 60.2% of internal medicine physicians. A weak, linear relationship was found between clinical functioning and back anxiety factor at $p= 0.001$ error level. Anxiety levels of internal medicine physicians increase as the change in clinical process increases. During the pandemic it was found that the examination of patients requiring advanced examination and follow-up of chronic patients were affected. In addition, the level of anxiety was found to be high in internal medicine physicians and it was found to be related to impaired change in clinical practice. In pandemics, reducing anxiety of physicians and the practice of the clinics will be least affected measures must be taken.

Keywords: COVID-19, Internal Medicine Clinic, Internal Medicine Physician, Anxiety

¹Bu bildiri Doç. Dr. Yasemin Kaya'nın danışmanlığında yürütülen çalışmadan üretilmiştir.

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Oturum 4. Oturum: COVID - 19
Oturum Başkanı Doç. Dr. Ali GÜNEŞ

Sunum Günü 10 Temmuz 2020
Sunum Saati 10:00 - 11:30

**THE EFFECT OF THE COVID-19 PANDEMIC ON PATIENTS' ANXIETY,
DEPRESSION LEVELS AND INTENTIONS TO GO TO HOSPITAL**

Yasemin KAYA²
Sedat BOSTAN³
Ahmet KAYA⁴
Ömer KARAMAN⁵
Ahmet KARATAŞ⁶
Seçkin DERELİ⁴

ABSTRACT

The Problem of the Study: COVID 19 pandemic caused serious disruptions in the treatment of diseases.

The Purpose of the Study: This study aimed at measuring the levels of the influence of the pandemic on chronic patients compared to those without a chronic disease over the scales of anxiety, depression and intention to go to hospital.

Method: In the study, the Intention to Go to Hospital Scale developed by the researchers as the data collection tool and the Beck Anxiety and Depression Inventories were used. The research was conducted on patients with chronic diseases in the Turkish population via the online survey method. For the analysis of the data, descriptive statistical methods, significance tests, and correlation analysis were applied. The analysis of the data was carried out in a 95% confidence interval.

Findings and Results: Only 56.8% of the participants stated that they would go to the hospital in case of emergency, and 28.3% expressed that they did not want to go to the hospital even in this case. 50% of the participants said that they did not want to go to the hospital under any circumstances during the pandemic process. Of the participants, chronic patients (2.32) were found to have higher intentions to go to hospital than those without any chronic diseases (2.03), at the error level of $p=0.000$. As a result of the correlation analysis, it was understood that there was a weak, inverse correlation between the anxiety and depression level and encountering a COVID patient and having a relative with COVID, at the error level of $p=0.001$. Accordingly, it was found that the individuals' level of depression increased as their level of anxiety increased, and their anxiety and depression levels increased when they encountered a COVID patient or had a relative with COVID. A weak, inverse correlation was found between participants' intention to go to hospital and encountering a COVID patient, at the error level of $p=0.001$. The intention of the participant who encounters a COVID patient to go to hospital increases. It was revealed that chronic patients did not have any intentions to go to hospital during the COVID-19 pandemic process, and even in necessary cases, only half of people were willing to go to hospital. It was understood that chronic patients had higher intentions to go to hospital than those without chronic diseases. The intention of the participant who encounters a COVID patient to go to hospital increases. Anxiety and depression levels were found to increase when a COVID patient was encountered or a relative had COVID.

Keywords: COVID-19, Chronic Patient, Anxiety, Depression, Intention to Go to Hospital, Turkey

¹Bu bildiri Doç. Dr. Yasemin Kaya'nın danışmanlığında yürütülen çalışmadan üretilmiştir.

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EVALUATION OF THE SOCIOECONOMIC STATUS IN THE COVID 19 PANDEMIC PROCESS

Yunus Emre ÖZTÜRK¹
Hilal AKMAN DÖMBEKÇİ²
Müjdat YEŞİLDAL²

ABSTRACT

The Problem of the Study: COVID-19 virus, which started to be seen in Turkey as of March 2020, affected human health negatively. Many people's life-threatening virus-related illnesses and deaths have disrupted everyday life. This situation, which also adversely affected the working life, caused economic losses.

The Purpose of the Study: The purpose of this study is to determine and evaluate the socioeconomic status of individuals during the process of experiencing the COVID 19 pandemic.

Method: In this study, quantitative method was used. The data were collected through a questionnaire. The research data were obtained through a questionnaire created online. 431 participants were reached. The findings were evaluated using frequency values and Chi-square analysis.

Findings and Results: The majority of the respondents stated that they had restricted the expenditures deemed unnecessary during the epidemic period, postponed their future plans, increased internet usage and changed their social lives. In addition, most of the participants stated that their psychology was negatively affected during the epidemic period. It was determined that the majority of those who did not continue in the COVID 19 process were singles. The majority of people whose economic income has decreased during the pandemic process are composed of lower income group people. On the other hand, the participants, who stated that their social life has changed, mostly live in metropolitan areas.

Key Words: COVID 19, Disease, Virus, Socioeconomic Status, Pandemic

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Oturum	4. Oturum: COVID - 19	Sunum Günü	10 Temmuz 2020
Oturum Başkanı	Doç. Dr. Ali GÜNEŞ	Sunum Saati	10:00 - 11:30

CLINICAL FUNCTIONING OF RADIOLOGY CLINICS IN COVID-19 PANDEMIC PERIOD

Hilal ALTAŞ¹

ABSTRACT

The Problem of the Study: Increase in the number of radiology clinic's patient and change in the attitudes of the radiology clinics

The Purpose of the Study:: The aim of this study is to examine the clinical problems in radiology clinics caused by pandemic in terms of clinical functioning in COVID-19 period.

Method: Using a qualitative method, we enrolled 20 radiologists who provided care for COVID-19 patients. The phenomenological approach was used to conduct this qualitative study. Semi-structured interviews were conducted face-to-face or by online telephone call from May 25, to June 10, 2020. Interview results were analyzed by content analysis.

Findings and Results: The effect of COVID-19 pandemic on the clinical functioning of radiology clinics can be summarized into three themes through radiologists caring for COVID-19 patients. The first theme is the 2 to 4 times increased workload in radiology clinics because of the accelerating number of thorax BT requests for the patients who were applied to the hospital with suspicion of COVID-19. This situation led to an increase in the use of teleradiology and it has been observed that there is a need for teleradiology programs that can be used more effectively. Second theme is the occupational anxiety and discomfort of radiologists who were asked to work on pandemic clinics caused by the lack of experience as a clinician. Third and the last theme, is anxiety and depression of radiologists caused by concern about getting infected and consequently causing a family member to get infected. This study will help us to capture and understand the change in the feeling of radiologists and the problems they faced in clinical functioning of radiology clinics during the COVID-19 pandemic. We believe that this study will also help in planning new policies and improving effective management in radiology clinics during COVID-19 pandemic period that can meet the healthcare needs of the society while fighting with the COVID-19.

Keywords: COVID-19, clinical functioning, radiology clinics

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CHANGES IN THE SURGICAL PROCESS AT NEUROSURGERY CLINICS DURING THE COVID-19 PANDEMIC PERIOD

Durmuş Oğuz KARAKOYUN¹

ABSTRACT

Problem of Research: Changes in the surgical process at neurosurgery clinics during the COVID-19 pandemic period

Purpose of the Study: The aim of this study was to examine the surgical procedure changes in neurosurgery clinics caused by the pandemic during COVID-19.

Method: The method of our study was quantitative assessment, and COVID-19 recorded 30 neurosurgeons providing care to patients. The phenomenological approach has been used to conduct this qualitative study. Semi-structured interviews were held face-to-face or by phone between 5 -20 May 2020. The results of the interview were analyzed by content analysis.

Findings: The pandemic effect of COVID-19 on the surgical procedure of neurosurgery clinics has resulted in changes in the surgical procedures of neurosurgery specialists caring for COVID-19 patients. With the pandemic process, elective cases have been postponed, emergency cases and cancer patients have been operated on. Personal protective equipment is used in operations to protect themselves and to protect patients. The process of preparing the patient for the operation has extended. surgeons have stated that they feel uncomfortable because of the protective personal equipment (p3maske, visor etc.) used in addition. In addition, despite all precautions taken, neurosurgery experts stated that they were concerned about infection transmission in the operating room

Conclusion: This study will help neurosurgery experts understand the change in surgical procedures and their concerns in the operating room. This study also highlights the shift in operating room procedures and understanding of the concerns of neurosurgery experts who operated on emergency and cancer patients during the COVID-19 pandemic. It is important for neurosurgery experts to keep up with the current situation and to prevent the negativity that may be the elimination of their concerns. By determining the changing procedures by professional organizations and taking measures by health organizations, concerns can be minimized.

Keywords: COVID-19, neurosurgery clinic, surgical functioning

Presentation Language: Turkish

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ANXIETY AND DIFFICULTIES ENCOUNTERED BY ASSISTANT PHYSICIANS DURING COVID-19 PANDEMIC

Oğuzhan UZLU [1]
Hasan Serdar IŞIK [2]

ABSTRACT

Problem Statement: Anxiety and difficulties experienced by assistant physicians during COVID-19 pandemic on their own duties and additional assignments.

Objective: In this study, it is aimed to investigate the negative effects of COVID-19 pandemic on assistant physicians who continued their active clinical activities and who have been assigned additional job definitions.

Methods: A phenomenological approach was used to conduct this qualitative study, which was carried out on 22 assistant physicians working in university hospitals and educational research hospitals. They participated in semi-structured meetings by phone or face-to-face technique, from 20 to 30 May, 2020. The interviews were recorded and analyzed with a standard content analysis framework.

Results: In the COVID-19 pandemic process, assistant physicians had to adapt to changes in the functioning of their clinics and COVID-19 clinics. In this process, almost all of assistant physicians who continue their clinical activities also worked in emergency service, pandemic service, and emergency call medicine duties. Although workload of assistant physicians was partially reduced in pandemic, the training of assistant physicians was delayed as elective cases were delayed and only emergency cases were accepted. Assistant physicians are concerned about both the disruption of their clinical training and working with COVID-19 positive patients in COVID-19 clinics.

Conclusions: The study will help to understand the anxiety level of assistant physicians due to changes in clinical functioning and disruptions in education. In addition, in this study, it is determined that the assistant physicians working in the treatment of COVID-19 positive patients consider themselves insufficient and therefore they feel anxious. Taking precautions by health organizations or hospitals, ensuring continuous training for assisting physicians to adapt to this situation and relieving the anxiety of assistant physicians may be beneficial to prevent these negativities.

Key Words: COVID-19, Pandemic, assistant physicians, anxiety and difficulties

Presentation Language: Turkish

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HOPELESSNESS LEVELS OF VULNERABLE GROUPS DURING CORONAVIRUS PANDEMIC

Hasan Giray ANKARA¹
Necibe Gündoğan GÜR²

ABSTRACT

Problem of Research: Vulnerable individuals may be more anxious about their health compared to their healthier counterparts at the time of pandemic.

Purpose of the Study: To identify the differences in hopelessness levels between vulnerable groups and their healthier counterparts during coronavirus pandemic.

Method: Hopelessness levels of vulnerable groups, i.e., (i) the individuals with chronic disease, (ii) smokers and (iii) the individuals living with someone at 65 years of age (or older) are compared with the levels of their healthier counterparts.

The study is carried out with 883 volunteers those are determined according to snowball sampling after the first case of coronavirus has been announced in Turkey. Since most of the respondents were in social isolation either compulsorily or voluntarily at the time of survey, the questionnaires were applied online.

Wilcoxon rank sum test is exploited for the comparisons between the hopelessness levels of the groups of interest.

Findings: There seems no statistically significant differences between the hopelessness levels of the individuals with chronic disease and their counterparts. Additionally, the hopelessness levels of smokers do not seem statistically different from the levels of non-smokers. However, the hopelessness levels of the individuals living with someone at 65 of age (or older) seem significantly higher compared to their counterparts. Taking the externalities in health into the consideration, it can be said that those individuals may be anxious about the health of their elder housemates rather than themselves. Therefore, it is believed that this situation can be explained through the altruism levels of those individuals living with someone at 65 years old (or elder).

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THE ECONOMIC IMPACTS OF COVID-19 PANDEMIC ON NEUROSURGERY CLINICS

Hıdır ÖZER¹

ABSTRACT

The Problem of the Study: Negative economic impacts of COVID-19 pandemic on neurosurgery clinics of private hospitals.

The Purpose of the Study: The aim of this study is to investigate the economic impacts because of the decrease in the number of patient on neurosurgery clinics caused by the outbreak during COVID-19 pandemic period.

Methods: The phenomenological approach was used to conduct this qualitative study. The study conducted on twenty five neurosurgeons, who work in private hospitals. They participated in semi-structured interviews by telephone from May 15 to 30, 2020. Face-to-face technique is not used because of the risk of transmission. The interviews were audio-taped, transcribed, and analyzed by standard content analysis framework.

Findings and Results: Twenty five neurosurgeons participated in the study. Results of content analysis show that, clinical functioning of neurosurgery clinics has largely changed and there were serious disruptions in the routine operations of neurosurgery clinics that cause economic impacts. The analysis can be summarized under 2 themes. The first theme is the delay on the elective cases. According to most of neurosurgeon, the number of elective cases has decreased because of the measures taken by the hospitals due to the pandemic. The second theme is the routine patient acceptance in the neurosurgery clinics. Almost the entire participants indicated that routine patient admission was mostly discontinued in the neurosurgery clinics so there is a huge decrease in the number of routine clinic patient. In a globalized and integrated world, the impacts of the pandemic go beyond mortality. The COVID-19 pandemic caused serious disruptions in the routine functioning of neurosurgery clinics. These disruptions can be fixed by using telemedicine techniques and necessary precautions taken by healthcare organizations.

Key Words: COVID-19, Economic impact, Neurosurgery clinic, Private hospital

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THE ANXIETY LEVELS OF CARDİOLOGİSTS İN THE PROCESS OF THE COVID-19 PANDEMIC

Seçkin DERELİ¹

ABSTRACT

Background: The sudden spread of the COVID-19 epidemic all over the world and the high rate of spread caused a sudden increase in workload in health workers in parallel with the increase in mortality rates with the transmission of large numbers of people. In addition to the increase in workload, failure to fully understand the extent of the problem encountered can lead to both serious loss of morale motivation and mental health problems in health workers. The study aimed to determine COVID-19 pandemic on the attitudes of cardiologists, the anxiety conditions.

Methods: The Beck Anxiety Scale were used as data collection tools in the study. The research was conducted by using the online survey method. Descriptive statistical methods, materiality tests, correlation, and regression analysis were used in the analysis of the data. Analysis of the data was carried out in a 95% confidence range.

Results: 91.9 of the participants were male. 51.9 were under the age of 39 and below. The anxiety level of 62% of cardiologists was minimal; 19.9% were mild; 11.1% were moderate and 7.1% were severe. The demographic characteristics of cardiologists and the type of hospital they worked at or the pandemic hospital have not been effective on anxiety values. It affected physicians to encounter COVID-19 patients, to provide services to these patients, and to get the COVID-19 test. Accordingly, the anxiety level of cardiologists who did not meet or serve COVID-19 patients was minimal on the Beck Anxiety Scale, while those who did and offered services were mild. Again, the COVID-19 test showed that the anxiety level was slightly different from the others. Disruptions in clinical functioning, the fight against COVID-19, and prevention from COVID have a significant effect on anxiety in physicians ($p<0.05$). It was found that disruptions in clinical functioning increase anxiety ($\beta=0.128$), whereas the fight against and prevention COVID-19 ($\beta=-0.304$) decrease anxiety.

Conclusion: The COVID 19 pandemic increase in anxiety among physicians. In a pandemic, the treatment of infected patients, as well as physicians, should be taken measures to affect the least.

Keywords: COVID-19, Cardiology Clinic, Anxiety

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COVID-19 AND ETHICS PROBLEMS: EVALUATION OF THE NEWS REFLECTED IN THE MEDIA WITH CONTENT ANALYSIS

İzzet ERDEM¹

ABSTRACT

The Problem of the Study: With the COVID-19 pandemic, some unethical behaviors have emerged in the world and in our country. It is important to identify the ethical problems that arise in such crisis and epidemic periods and to prevent the problems that may arise in similar situations from now on.

Purpose of the Study: The purpose of this study is to determine what are the unethical behaviors and events directly or indirectly associated with coronavirus (COVID-19).

Method: Between the dates 02.04.2020 and 28.05.2020, 50 news items were published on various websites in the national press to determine the coronavirus related ethical problems. Purposeful sampling method was used to select the news. For this, 50 news items containing unethical connotations were analyzed by entering certain keywords in the Google search engine.

Findings: As a result of the analysis of the news, it is seen that people who see the COVID-19 pandemic as an opportunity for illegal work have carried out various forms of "smuggling", "fraud", "cheat" activities. The relationship with COVID-19 stands out as "puncturing the ban", "murder", "violence", "mocking", "provocation", "unnecessary engagement", "disseminating unfounded information" and "theft".

Keywords: COVID-19, Coronavirus, Ethics, Ethical Problems, COVID-19 Problems

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INVESTIGATION OF HEALTH ANXIETIES ABOUT NEW CORONAVIRUS DISEASE (COVID-19) OF STUDENTS OF FACULTY OF HEALTH SCIENCES

Dolunay Özlem KİLİT [1]
Gökhan ABA [2]

ABSTRACT

Problem of Research: The New Coronary virus disease, which emerged in China and spread all over the world in late 2019, turned into a pandemic. The absence of treatment or vaccine for the new coronirus disease can cause individuals to have more anxiety.

Purpose of the Study: This study was carried out to learn the knowledge and attitudes of students studying in the faculty of health sciences about the New Coronary Virus disease and to measure their health anxiety levels.

Method: The questionnaire was used as a data collection tool within the scope of the study. The questionnaire consists of personal information form and Health Anxiety Scale (Short Form). The Health Anxiety Scale (Short Form) is a self-report scale consisting of 18 items.

In this cross-sectional descriptive study, no sampling method was used and all students (893) studying at Bandırma Onyedi Eylül University Faculty of Health Sciences between March-April 2020 were tried to be reached. 504 students who voluntarily accepted to participate in the study constituted the sample of the study. The sample representing the universe: 56.43%.

SPSS (Statistical Package for the Social Sciences) 16.0 statistical program was used to analyze the data. The suitability of the data for normal distribution was examined with the Kolmogorov-Smirnov test. Since the data were not normally distributed, the Mann Whitney U Test and Kruskal Wallis tests were used to evaluate the personal characteristics and health anxiety mean scores.

Findings: When looking at the general profile of the students participating in the study, it was determined that the average age was 20.65 ± 1.5 , the majority of them were female (83.1%), 1st grade (41.3%) and Nursing (40.3%) students. The most information sources about the new coronavirus disease are the official announcements of the Ministry of Health (86.9%), social media (81.5%) and television news (80.4%). The fact that the percentage of receiving social media information is very high may cause false and malicious news provided on these platforms to increase the level of anxiety of students.

The students' health anxiety scale total score averages are 18.55 ± 6.07 , and their body size point averages are 14.07 ± 4.87 and the additional size point averages are 4.47 ± 2.43 . In general, students' anxiety levels related to pandemics were found to be low. During this period, universities may be the reason for the low level of anxiety that students have at home with their families and that they feel safe.

When the significance level of the relationship between the variables and health anxiety was evaluated, only a significant difference was found with the gender variable, and no significant difference was found between the students in which they studied and the grade they were in. In terms of gender, female students' health anxiety levels are higher than male students. It is recommended to carry out similar studies after the pandemic as the application of the study to all students in the following periods differs between the period the study was conducted and the situation in the following periods.

Keywords: Health Anxiety, University Students, New Coronavirus (COVID-19), Pandemic.

Presentation Language: Turkish

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**PSYCHOLOGICAL TRACES OF THE CORONAVIRUS (COVID-19) OUTBREAK ON
WOMEN LIVING IN TURKEY**

Nilgün ULUTAŞDEMİR¹
Süreyya YİĞİTALP RENÇBER²
Ebru ÖZTÜRK ÇOPUR³

ABSTRACT

The Problem of the Study: Writings, shared images about coronavirus cause stress, fear, anxiety and panic, while increasing negative thoughts and phobias.

The Purpose of the Study: Aim of this researching Coronavirus's outbreak to determine psychological remains on women living in Turkey and to present solution suggestions.

Method: Cross-sectional and descriptive type of the universe of the study has created 19 May to 19 June 2020, women living in Turkey. Owing to pandemic has been achieved 1712 people who accept attending to researching applying online survey method. To conduct the research from University and T. C. Ministry of Health Ethics Boards has been obtained by approvals. Researching's data; consisted of questions sociodemographic characteristics including coronavirus outbreak, health-social-psychological effects and Beck Anxiety Inventory (BAI) questions.

Findings and Results: Women of the participants in the study are average age is 21.35 ± 1.35 . 12.4% of them were affected by coronavirus disease in their family or close environment. 1.6% of them were relatives who died and died of this disease, and 5.4% of them applied quarantine as a suspicious patient. 89.6% of the individuals stated that they stayed at home, but 68.4% stated that they had been on the streets for the last two weeks. 4.7% of the individuals stated that they had a psychological disorder. Women living in Turkey covered in the study has been determined high level of experiencing anxiety. Women should be referred to specialists to get psychological support

Key Words: COVID-19, Psychology, Women, Turkey

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THE OPINION OF OPHTHALMOLOGIES ON THE CHANGE OF EYE CLINICAL ACTIVITIES IN THE COVID-19 PANDEMIC PROCESS: A SURVEY STUDY

Burak ERDEM¹
Sedat BOSTAN²

ABSTRACT

The Problem of the Study: Coronavirus disease-2019 (COVID-19) caused by Severe Acute Respiratory Syndrome Coronavirus-2 became a pandemic in a short time after it appeared in China. Many health professionals were also affected by this pandemic due to high transmission and mortality rates.

The Purpose of the Study: This study aims to understand how the clinical operations of ophthalmologists are affected in this pandemic process.

Method: A questionnaire consisting of 3 parts, "deterioration in ophthalmological services", "changes in clinical approaches", and "qualification in fighting with COVID-19 outbreak, and preventive measures" was sent to ophthalmologists in Turkey. In addition, the questionnaire included two open-ended questions. Google forms was used as an electronic survey platform in this study.

Findings and Results: A total of 121 ophthalmologists participated in the study. The participants stated that they could not continue routine interventional diagnosis and treatment practices during the outbreak. It was clearly stated that there were changes in their clinical approach and decreased patient examination quality. The qualification and success of the national health system and the success of fight effort with the pandemic as a country have been stated by the majority of participants. In the open-ended question, 82.6% of ophthalmologists said that patients who applied to the clinic with ophthalmological emergency complaints decreased during the pandemic process. In the other open-ended question, 14.9% of physicians stated that they had missed a diagnosis related to the pandemic process. The survey results have shown that ophthalmologists and their clinical processes are severely affected by this disturbing pandemic process. Clinical operations should be organized in order to provide quality service to patients during pandemics processes.

Keywords: COVID-19, pandemic, ophthalmologists, survey

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EVALUATION OF THE INDIVIDUAL VIEWS ON THE COVID 19 VIRUS OUTBREAK: IZMIR GUZELBAHCE EXAMPLE

Semra IPER [1]
Dilaver TENGİLİMOĞLU [2]
Alive Aslı SONSUZ [3]

ABSTRACT

Problem of Research: Do the views of individuals about the COVID 19 outbreak (fear, sensitivity and trust in the health system) differ by age, gender and marital status?

Purpose of the Study: Evaluation of individuals' views against COVID-19 disease according to age, gender and marital status.

Method: This is a cross-sectional study in which research data were collected between 1-30 May 2020. The questionnaire form created by the researcher was used as a data collection tool and the data was collected via google form. In the questionnaire, the individual views that are expected to be measured with the questions asked to the participants were examined in 3 dimensions; COVID 19 fear, confidence in the health system and sensitivity to the disease. The research population is 33.725 individuals who lives in Izmir Province Guzelbahce district and sample of comprise 220 individuals who participated in the survey. The collected data were analyzed with SPSS 22 package program. The reliability of the scale was analyzed by Cronbach Alpha internal consistency coefficient method and its value was obtained as .89, and frequency, percentage and descriptive statistics were made. T test, one way variance analysis (ANOVA) and Tukey test were used to measure the differences between the groups.

Findings: Fear of the disease varies significantly according to age, gender and marital status and it was found to be higher between the ages of 41-50. In the dimension of trust in the health system; women's confidence was higher than males, singles' trust was higher than married people, and those between the ages of 21-30 were higher than other age groups. In the dimension of the sensitivity to the disease; the sensitivity of women was higher than men, the sensitivity of singles was higher than married people, and those in the 21-30 age group were higher than other age groups.

Keywords: Fear of COVID-19, Confidence in The Health System, Sensitivity

Presentation Language: Turkish

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THE ATTITUDE OF NEUROSURGERY CLINICS IN THE PROCESS OF NORMALIZATION AFTER COVID-19 PANDEMIC

Hıdır ÖZER¹

ABSTRACT

The Problem of the Study: After the COVID-19 pandemic, neurosurgery clinics' compliance with the normalization process.

The Purpose of the Study: The aim of our study is to examine the compliance of neurosurgical clinics with the normalization process and the measures to be taken after COVID-19 pandemic.

Methods: The phenomenological approach was used to conduct this qualitative study which was carried out on 20 neurosurgeons. Semi-structured interviews were held face-to-face or by phone between May 20, to June 3, 2020. The result of the interviews were recorded and analyzed with a standard content analysis framework.

Findings and Results: The COVID-19 pandemic caused many disruptions in normal functioning of neurosurgery clinics, like all healthcare units. It is clear that the normalization process will take time after this outbreak. Precautions are required in neurosurgery clinics to accelerate the return to normal procedure, protect patients from virus infection, and relieve their anxiety. For this purpose, during the meeting with neurosurgeons, it was reported that measures should be taken like receiving e-mail and telephone information in order to communicate with patients, establishing systems to provide online medical support to patients, demonstrating that the hospital is safe for patients who require physical examination, and using telemedicine methods of the patients' analysis and radiological images more frequently. This study will help neurosurgeons understand adaptation to normalization after pandemic. This study also provides the measures to be taken in order to prepare the infrastructure of health institutions for similar processes after the pandemic.

Key Words: COVID-19, neurosurgery clinic, normalization

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AN EXAMINATION OF DISCUSSIONS ABOUT THE IMPLEMENTATION OF TRIAGE DURING COVID-19 PANDEMIC IN THE CONTEXT OF MEDICAL ETHICS

Ayhan ULUDAĞ [1]
Emre AKGÜN [2]

ABSTRACT

Research Problem: Many countries' health systems have been severely affected by COVID-19 outbreak, which has turned into a global crisis. The recent discussions have raised the question of to whom limited medical resources should be made available and within which priorities. Also, some critics have claimed that war-triage has been implemented during COVID-19 outbreak.

Research Aims: In the present study, it was aimed to draw attention to discussions about the implementation of triage during COVID-19 outbreak and to make some recommendations for our country. Also, it was aimed to make a theoretical contribution to issues regarding patient prioritization.

Method: The topic-related articles published during COVID-19 pandemic were examined, along with some actual discussions. Literature was reviewed, and the main axis on which the discussions focused or should have focused in the context of medical ethics was investigated and interpreted.

Findings: The COVID-19 outbreak has led to severe shortage of medical resources, from protective equipment to intensive care beds and respiratory apparatus (Truog et al., 2020; 1973). Discussions about triage procedures have mostly occurred in some countries, such as the USA, Italy and Spain (Rosenbaum, 2020; Herreros et al., 2020; Truog et al., 2020). At first, the implementation of triage was adopted at times of war as a way to make efficient use of limited resources and services (Singer, 2015: 309). In general, interpretations in medical ethics have an individualistic mentality. Therefore, social issues are not sufficiently discussed in medical ethics (Alexandra et al., 2020: 472). To address this problem, the importance of two ethical principles should be emphasized: "Social Utility" and "Justice" (Veatch, 2010: 137). On the other hand, Singer (2005: 46) suggested the principle of "equal consideration of interests" as an alternative solution to the problem. In the literature, four different ethical values addressing to this problem have been suggested: (1) maximizing the benefits from scarce resources, (2) treating people equally, (3) promoting and rewarding instrumental value, (4) giving priority to the worst off. All these different fundamental values have their advantages and disadvantages and can be preferable in different situations (Emanuel et al., 2020: 2051). In our country, discussions about triage procedures should be valued more and should include detailed processes including a guide for practitioners.

Keywords: COVID-19, Health, Medical Ethics, Outbreak, Pandemic, Triage

Presentation Language: Turkish

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Oturum Başkanı Prof. Dr. Dilaver Tengilimoğlu

Sunum Saati 14.00 – 15.30

**PULMONOLOGIST STRESS LEVELS IN COVID-19 PANDEMIC PROCESS AND
PSYCHOLOGICAL RESOURCES TO COPE WITH STRESS: PSYCHOLOGICAL
RESILIENCE, SELF-EFFICACY AND OPTIMISM**

Esen Sayın GÜLENSOY¹
Eda KARACAN²
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Ashhan ALHAN⁴
Aycan YÜKSEL⁵
Nalan OGAN⁶

ABSTRACT

Problem Statement: Stress levels of pulmonologist during Coronavirus 19 (COVID-19) pandemic

Purpose: The COVID-19 pandemic affects the entire world population and requires employees working in the healthcare sector to work in more intensive and risky conditions. The aim of this study is to investigate the relationship between perceived stress levels and psychological resilience, self-efficacy and optimism levels of Chest Disease specialists working in these stressful conditions.

Methods: An online questionnaire was used to evaluate the demographic characteristics and stress conditions of the pulmonologists reached via e-mail. 202 pulmonologist participated in the survey. Descriptive statistics were applied to the survey results.

Results and Conclusion: Two hundred and two pulmonologist were evaluated. 65% of the participants were women, %34.7 were men. The mean age was 44.91 ± 8.89 . 173 (85.6%) people were working in the pandemic hospital. 191 (94.6%) people encountered COVID patients, 185 (91.6%) people served COVID patients. COVID PCR reported that 11 out of 110 people examined had a positive result. 41 (20.3%) reported that they had difficulty in accessing protective equipment. 143 (70.8%) people reported that sleep patterns and 132 (65.3%) people reported that their eating patterns were impaired compared to before the pandemic. 157 (77.7%) stated that they felt life-threatening. It was 176 (87.1%) people who stated that they felt that the difficulties had increased more than they could overcome in the past month.

COVID 19 pandemic is a public health problem with significant psychological consequences. As the COVID-19 pandemic accelerates, global health systems have become overwhelmed, leading to great psychological pressure on doctors in the care of critical patients with COVID-19. The fact that the doctors are not in contact with each other, feeling alone, and also worrying about their families increase their stress levels. In our study, it was observed that the stress levels of pulmonologists increased during the pandemic process. In crisis situations such as pandemic, health personnel who fight in the front line should be provided with consultancy services and psychological support in order to increase their mental resilience.

Keywords: COVID-19, stress, pulmonologist

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Oturum 13. Dijital Oturum: COVID - 19
Oturum Başkanı Prof. Dr. Dilaver Tengilimoğlu

Sunum Günü 10 Temmuz 2020
Sunum Saati 14.00 – 15.30

PSYCHOLOGICAL EFFECT OF COVID-19 PANDEMIC ON THE UNIVERSITY STUDENTS IN TURKEY

Halil ŞENGÜL [1]
Arzu BULUT [2]
Seda Nur COŞKUN [3]

ÖZ

Problem of Research: COVID-19 pandemic, started in China in December 2019, is spreading around in Turkey and in other parts of the world quickly. The pandemic has not only brought the risk of death from infection, but also brought an irresistible psychological pressure. Especially, the lockdown applied in the country has caused this pressure to increase.

Purpose of the Study: In this study, the aim is to reveal the effects of COVID-19 pandemic in Turkey on the anxiety levels of the university students.

Method: This study was carried out in Turkey with a total of 1704 students studying in different cities and at different higher education institutions. “Personal Information Form” and “Generalized Anxiety Disorder Scale” consisting of 7 items were used as the data collection tools. SPSS (Statistical Package for Social Sciences) for Windows 24 program was used for the analyses of study data. T-test statistics, one-way analysis of variance, Pearson correlation, and Ordinal Logit Regression Analysis test statistics were used for the comparison of data. Cronbach alpha value of the total score of GAD scale was found as 0.90.

Findings: Concerning the effect of stress factors of the students on the GAD levels; the results of the study revealed that there was a statistically significant difference between the GAD levels and age, gender, educational level, type of family income, positivity of COVID-19 in the family, individual, and vicinity, family economy, educational background, daily life routines, negative effects on the social life, and access to the protective mask ($p<0.05$; $p<0.001$). This study will highlight the potential effect of COVID-19 pandemic on the mental health of the students and when the results obtained are evaluated, it was seen that this pandemic had a high effect on the mental health of the students. As a result, it is recommended to monitor the mental health of the university students during pandemics.

Anahtar kelimeler: Keywords: COVID-19, University students, psychological effect, anxiety

Presentation Language: Turkish

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Oturum 13. Dijital Oturum: COVID - 19
Oturum Başkanı Prof. Dr. Dilaver Tengilimoğlu

Sunum Günü 10 Temmuz 2020
Sunum Saati 14.00 – 15.30

ORGANİZATİONAL BEHAVİOR İN HEALTH İNSTITUTİONS

CHILD ABUSE AND NURSING MANAGEMENT

Selin SÖYÜNMEZ¹
Hilal SEKİ ÖZ²

ABSTRACT

Child abuse is an important problem of child and community health from past to present. Child abuse has negatively affects on child like physically and psychologically, leaving traces that the child will carry throughout her/his life, difficult to repair, and even causes the child to lose her/his life. Child abuse is sometimes not noticed, and sometimes it comes to light with the application to the hospital and judicial authorities. However, it is seen that abuse cases are not sufficiently reported all over the world. When the studies are examined, the abuse cases reported are only the visible face of the iceberg. Nurses have important roles in protecting children, who are the guarantee of our future, from the abuse, in recognizing and reporting the abuse. It is aimed to present information about child abuse and nursing management with this review.

Keywords: Child Abuse; Nursing; Nursing Management

ÖZET

Çocuk istismarı geçmişten günümüze çocuk ve toplum sağlığının önemli bir problemi olarak karşımıza çıkmaktadır. Çocuk istismarı çocuğu fiziksel ve psikolojik olumsuz yönde etkileyerek çocuğun yaşamı boyunca taşıyacağı, tamiri güç izler bırakmakta hatta çocuğun yaşamını yitirmesine dahi neden olabilmektedir. Çocuk istismarı kimi zaman fark edilmemekte kimi zaman ise hastaneye ve adli mercilere başvurulması ile gün yüzüne çıkmaktadır. Ancak tüm dünyada istismar vakalarının yeterince bildirilmediği görülmektedir. Yapılan çalışmalar incelendiğinde bildirilen istismar vakaları buzdağının yalnızca görünen yüzüdür. Geleceğimizin teminatı olan çocukların istismardan korunmasında, maruz kaldıkları istismarın tanınmasında ve bildirilmesinde hemşirelere önemli roller düşmektedir. Bu derleme ile çocuk istismarı ve hemşirelik yönetimine ilişkin bilgilerin sunulması amaçlanmıştır.

Anahtar Kelimeler; Çocuk İstismarı; Hemşirelik; Hemşirelik Yönetimi

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Giriş

İnsanlık tarihinin başlangıcından beri çocuğun ihmali ve istismarı yaygın bir şekilde görülen önemli bir çocuk sağlığı problemi olup hâlen kanayan bir yaradır. Çocuğun ihmali ve istismarı çok eski tarihlerde kayda geçse de 1700'ü yıllarda çocuğa karşı işlenen suçların açıklanmasıyla gündeme gelmiş, Victor Hugo ve Charles Dickens gibi ünlü yazarların romanlarına konu olmuş, 1860'lı yıllarda tıbbi çalışmalara konu olmaya başlamış (Acehan vd, 2013), 1962'de ise Kempe "Hırpalanmış Çocuk Sendromu"nu tanımlamıştır (Kempe, Silverman, Steele, Droegemüller ve Silver, 1962). Böylesine uzun bir süre devam eden bir problemin, Dünya'da sorun olarak algılanması son yüzyılda, ülkemizde ise yakın dönemde gerçekleşmiştir (Yelboğa, 2019).

Dünya Sağlık Örgütü (DSÖ), çocuk istismarını bir yetişkin, toplum veya ülke tarafından bilerek ya da bilmeyerek yapılan çocuğun sağlığını ve fiziksel, psikosoyal gelişimini olumsuz yönde etkileyen davranışlar olarak tanımlamıştır (Aşıröz, 2006). İstismar çocuğun tüm yaşamında kalıcı izler bırakan, sağlığı tehdit eden hatta çocuğun yaşamını yitirmesine neden olabilen hayati bir sorundur (Arıkan, Yaman ve Çelebioğlu, 2000). DSÖ, yetişkinlerin dörtte birinin çocukluk çağında fiziksel istismara maruz kaldığını, kadınların 1/5'inin, erkeklerin ise 1/13'inin çocukluk çağında cinsel istismara uğradığını ve her yıl 41.000 çocuğun istismara bağlı yaşamını yitirdiğini belirtmiştir (DSÖ, 2018). Ülkemizde veriler sınırlı olmakla beraber, Türkiye'de Çocuk İstismarı ve Aile İçi Şiddet Araştırması'nın 2010 yılı verilerine göre çocukların %43'ünün fiziksel, %51'inin duygusal ve %3'ünün cinsel istismara maruz kaldığı belirtilmiştir (UNICEF, 2010). Çocuk istismarı verilerinin bu dağılımın görünen kısmı olduğu ve istismarın boyutları göz önüne alındığında çocuk istismarının tespit edilip, önlenmesi ve çocukların korunması için acil müdahale gereklidir (Bahçecik, 1993).

Çocuk istismarı vakalarında acil servislerde veya kliniklerde istismara maruz kalan çocuğu ilk gören ve henüz fark edilmemiş vakaları tespit edebilme konumunda olan hemşireler; çocuk istismarının tespit edilmesinde, bildirilmesinde, önlenmesinde ve tedavisinde anahtar role sahip sağlık profesyonelleridir (Bahçecik, 1993). Bu doğrultuda istismarın erken dönemde tanınması, istismara uğrayan çocuğun özenle ele alınması, güven ve koruyucu yaklaşımla çocuğun bu zorlu süreci en az zararla atlattırması ve istismarın bildirilerek, yasal sürecin başlatılması gibi pek çok konuda önemli görevleri olan hemşirelerin bu konuda yeterince bilgili, hassas ve özenli davranışları gerekmektedir. Bu derleme ile çocuk istismarının türleri, istismar belirtileri, istismarın tanımlanması, sürecin yönetimi ve hemşirelik girişimlerine ilişkin bilgilerin sunulması amaçlanmıştır.

Fiziksel İstismar

Çocuğun bakımından sorumlu bireylerin kasıtlı davranışları sonucu çocuğun fiziksel olarak zarar görmesi ya da çocuğun zarar görmesine müsaade edilmesi, çocuğa acı veren, gelişim ve işlevsellik boyutlarını olumsuz etkileyen şiddet davranışlarının yapılması fiziksel istismar olarak tanımlanmaktadır (Kar ve Dokgöz, 2017; Küpeli, Kanbur ve Derman, 2003). Çocuğun fiziksel istismarından çoğunlukla ebeveynler, cinsiyet olarak ise çocuğun bakımıyla daha çok ilgilendikleri için kadınlar istismardan daha çok sorumlu tutulmaktadır. Çocuğu istismar eden ebeveynler tüm sosyal gruplardan çıkabilmektedir ancak sosyoekonomik yönden dezavantajlı olan gruplardan çıkma olasılığı daha yüksektir. Bu ebeveynler çoğunlukla kendi memnuniyetlerini üstün tutan, gerçek üstü beklentilere sahip, katı ve öfkesini kontrol edemeyen kişilik yapısına sahiptir. İstismarcı ebeveynlerin ilaç veya alkol bağımlılığı, psikotik sorunlar, depresyon gibi ruhsal problemler yaşadığı belirtilmiştir (Bernet, 1997; Jain, 1999; Yolcuoğlu, 2010).

Şiddet şiddeti doğurmaktadır ve ailenin bir yansıması olan çocuğun, kendisine uygulanan şiddeti özümseyerek geleceğin istismarcısı olma olasılığı yüksektir. Yapılan çalışmalar sonucu çocukluk döneminde ebeveynlerinin fiziksel istismarına maruz kalan bireylerin kendi çocuklarını fiziksel olarak istismar ettiği ve katı disiplin yöntemleri uyguladıkları anlaşılmıştır (Kara, Biçer ve Gökalg, 2004; Pears ve Capaldi, 2001; Yolcuoğlu, 2010).

Fiziksel istismar tüm istismar çeşitleri arasında en kolay tespit edilen istismar türüdür (Kar ve Dokgöz, 2017). Çocuklarda kazalar sık görülmektedir ancak çocuğun gelişim dönemine ve yaşına uymayan hasarlar varsa fiziksel istismardan şüphelenilmelidir. Bu tür travmalar çoğunlukla ebeveynlerin kontrolünü kaybetmesi ve çocuğu cezalandırmak istemesi ile en sık dövme şeklinde ortaya çıkmaktadır. Ebeveynler tarafından açıklanamayan morluklar, morarma olan bölgelere yakın kemiklerde kırıklar, şiddetli sallanmaya bağlı subdural hematoma, yanıklar, zehirlenmeler, kafa travması, abdominal bölgede taravma ile ciltte sigara, tırnak veya cisim izleri fiziksel istismarı destekleyen bulgulardır (Jain, 1999; Kara vd, 2004; Pressel, 2000). Yanıklar ve zehirlenmeler çocuğun doğası gereği kaza ile olmuş olabileceği gibi, çocuğun ihmali ve istismarıyla da gerçekleşebileceğinden ayrıca değerlendirilmesi gereken olgulardır. Bu olgularda ebeveynlerin ifadeleri dinlenmeli, küçük çocukların kaza sonucu yüksek miktarda ilaç alamayacağı göz önüne alınarak değerlendirilmelidir (Arieff ve Kronlund, 1999; Jain, 1999; Kara vd, 2004; Pressel, 2000).

Fiziksel istismara uğrayan çocuklarda kısa dönemde öfke düzeyi ve saldırgan davranışlar artabilir, çeşitli gelişimsel bozukluklara, yeme bozukluklarına, öğrenme güçlüklerine, okul başarısında düşümlere ve sosyal becerilerde gerileme gibi, uzun dönemde ise suça yönelme, davranım bozuklukları, travma sonrası stres bozukluğu, depresyon ve intihara meyilde artış gibi etkiler görülebilir (Kaplan, Pelcovitz ve Labruna;1999).

Duygusal İstismar

Çocuğun, ebeveynleri ya da çevresindeki kişiler tarafından, kişiliğini zedeleyecek eylemler ya da eylemsizlikler duygusal istismar olarak tanımlanmaktadır. Çocuğa bağırmak, kötü söz söylemek, dalga geçmek, duygusal ihtiyaçlarını karşılamamak, çocuğu tehdit etmek, korkutmak, onun sahip olduğu becerileri ve arzuları sürekli kötülemek, sosyal ilişki kaynaklarından mahrum bırakmak, sağlığa aykırı tutumlarla yetiştirmek gibi çocuğun zihinsel ve psikososyal gelişimini olumsuz yönde etkileyen davranışların tümü duygusal istismar kapsamındadır (Paavilainen ve Tarkka, 2003; Taner ve Gökler, 2004; Tıraşçı ve Gören, 2007). Duygusal istismara her yaş grubundan çocuk maruz kalabilmektedir (Karasu ve Gül Bilgen, 2017). Ayrıca çok yaygın olmasına rağmen, istismar çeşitleri arasında fark edilmesi en zor olan (Taillieu, Brownridge, Sareen ve Afifi, 2016) ve genellikle diğer istismarlara eşlik eden türdür (Dinleyici ve Dağlı, 2016). Duygusal istismar çocuk ve bakım veren kişiler arasındaki iletişim gözlenerek ve çocuğun ifadeleriyle fark edilebilir. Duygusal istismara uğrayan çocuklarda güvensizlik hissi, kaygı, sosyal ilişkilerde bozukluk, öz güvende azalma, benlik kavramında bozulma, aileden uzaklaşma, uyumsuz ve saldırgan tutum geliştirme gibi bulgular ortaya çıkabilir (Tıraşçı ve Gören, 2007). Uzun dönemde ise yeme bozuklukları, saldırganlık, kendine zarar verme, stresle baş edememe gibi etkiler gözlenebilir. Ayrıca sürekli artış gösteren stres düzeyi fizyolojik bir takım olayı tetikleyerek kortizon düzeyinin artmasına bunun sonucunda beynin gelişiminin geride kalmasına neden olabilir (De Bellis, 2001; Hart ve Rubia, 2012).

Cinsel İstismar

Psikososyal gelişimi henüz tamamlanmamış olan bir çocuğun, kan bağı durumu fark etmeksizin, bir yetişkin tarafından cinsel doyum sağlamak amacıyla kullanılması cinsel istismar olarak tanımlanmaktadır (Alparslan, 2014; Kara vd, 2004; Yiğit, 2005). Çocuk ile genital ilişki, cinsel içerikli konuşma, çocuğu fuhuşa sürüklenme, çocuk pornografisi, çocuğun vücuduna dokunma ya da kendine dokunması için çocuğu zorlama cinsel istismar kapsamı içinde yer almaktadır. Yaş farkının en az 5 yaş olduğu iki çocuk arasındaki cinsel aktiviteler de cinsel istismar olarak ele alınmaktadır. Bu nedenle cinsel istismar ve cinsel oyunlar birbirinden ayırt edilmelidir (Alparslan, 2014; Tıraşçı ve Gören, 2007). Kız çocuklarının cinsel istismara uğrama oranı daha yüksek olmasına karşın (Yektaş, Tufan, Büken, Çetin ve Yazıcı, 2018), erkek çocuklarının da cinsel istismara maruz kalmakta olduğu ancak daha az açığa vurdukları (Keskin ve Çam, 2005) ayrıca istismarın her sosyoekonomik düzeyden görülebileceği bildirilmiştir (Gorey ve Leslie, 1997; Walrath vd, 2003). İstismarcıların çoğunlukla erkek ve yüksek oranda çocuğun tanıdığı bir kişi olduğu (Yektaş vd, 2008), psikoseksüel ve sosyal açıdan immatür, empati yetenekleri sınırlı, düşük benlik saygısı olan, pedofilik ve narsistik kişiliğe sahip kişiler olduğu belirtilmiştir. İstismarcıların birçoğu çocukluk dönemlerinde cinsel istismara uğramış ya da şiddete maruz kalmıştır (Ayan ve Gökkaya, 2018; Keskin ve Çam, 2005).

Cinsel istismara uğramış çocuklarda genital organlarda kanama ve ağrı gibi belirgin fiziksel bulgular olabileceği gibi uyku bozuklukları, yalnız kalmak istememe, fobik kaçınmalar, enürezis, inkoprezis, gelişim dönemine uygun olmayan cinsel davranışlar, amnezi dönemleri, cinsel yolla bulaşan hastalıklar ve kaygı belirtileri gibi gizli bulgular da olabilmektedir (Dubowitz, 2002; Kar ve Dokgöz, 2017; Kara vd, 2004; Kaytez, Yüceliyiğit ve Kadan, 2018). Cinsel istismara uğramış çocukların yetişkinlik döneminde ilişki kurmaktan kaçındıkları ya da aşırı yakınlık ihtiyacı duyup çok sayıda ilişki kurdukları, riskli cinsel eylemlerde bulunabildikleri belirtilmiştir. İki tür ilişki de işlevsellikten uzak ve birey için yalnızlık getirmektedir (Keskin ve Çam, 2005). İstismarın yetişkinlik dönemine diğer etkileri düşük benlik saygısı, depresyon, madde bağımlılığı ve obsesif kompulsif bozukluk olabilmektedir (Beitchman, Zucker, Hood, DaCosta ve Akman, 1991; Beitchman vd, 1992; Bensley, Van Eenwyk ve Simmons, 2000; Miller, Monson ve Norton, 1995; Polusny ve Follette, 1995; Romans, Martin ve Mullen, 1996).

İstismarın Tanınması ve Tedavisi

İstismarın belirlenmesinde gözlem, öykü alma ve fizik muayene çok önemlidir ayrıca multidisipliner bir yaklaşım söz konusudur. Yeterli zaman ayrılarak kapsamlı bir görüşme yapmayı gerektirir. Öykü alınırken çocuğun ve ailesinin vereceği bütün bilgiler değerlendirilmeli, aile içindeki iletişim, sözel mesajlar ile beden dili uyumu, çelişkili bilgiler, konuşulmayan konular özenle ele alınmalıdır. İstismarın özellikleri, süresi, şekli, istismarcının yakınlığı ve tekrarlanıp tekrarlanmadığı alınan öykünün kapsamı içinde olmalıdır. Çocuktan öykü alınırken güven ortamı oluşturulmalıdır. Çünkü istismara uğrayan çocukların bazıları bu konuyu konuşmaktan kaçınabilir (Keskin ve Çam, 2005). İstismara uğrayan çocuk kendinden utanmaya başlayarak durumu anlatmakta, yardım aramada güçlük çeker ve bu durum çocuğun istismardan kaçamayıp kısır bir döngüye düşmesine neden olur (Celano, Hazzard, Campbell ve Lang, 2002; Friedrich vd, 2001).

Öykü alma sürecinde çocuğa karşı zorlayıcı olunmamalı, aşırı detaylı ve yargılayıcı sorulardan kaçınılmalı, teknik süreçlerden ve çocuğun anlayamayacağı konulardan bahsedilmemeli, çocuğun sözü bölünmemeli ve çocuğa inanıldığı hissettirilerek bu durumu paylaştığı için teşekkür edilmelidir. Çocuğun kendini ifade etmekte zorlandığı, istismarı direk anlatamadığı durumlarda oyun ve resim çizdirme yöntemleri ile çocuğa destek olunmalıdır. İstismarın özellikleri tespit edilirken görseller ve şekiller üzerinden bilgi toplanabilir, resimler üzerinden istismarcının nereye, nasıl ve neresiyle dokunduğu bilgilerine ulaşılabilir (Aktepe, 2009). İstismara uğrayan çocuklar duygularını ifade edebilmeleri için desteklenmeli, yaşadığı bu olayda onun suçu olmadığı çocuğa anlatılmalıdır (Reid ve Long, 2002). Hemşireler istismara uğrayan çocuklarla “Bu Benim Hatam Değil” oyunu

oyunarak çocuğun çığılık yardımı ile öfkesinin düzeyini anlatmasını sağlayarak çocuğun rahatlamasına yardımcı olabilirler (Lewin, 1995). Aşikâr bulguların olmadığı şüpheli vakalarda istismarın tespiti için oyun yine önemli bir araçtır. Bu çocuklar istismar yaşantılarını rüya ve oyun aktiviteleri sırasında bilinç dışı ilişki kurarak anlatmaktadır (Aktepe, 2009). Öyküden elde edilen bilgiler ve gözlem yoluyla çocuğun yaşına uygun bilişsel gelişimi psikodinamik hemşirelik yaklaşımı çerçevesinde değerlendirilmelidir (Lewin, 1995; Roberts, 2000).

Öykü alındıktan sonra ruhsal değerlendirme yapılır. Çocuğun istismarı nasıl algıladığı, tepkileri, davranış değişiklikleri, kaygı düzeyi ve travmanın günlük yaşamına etkileri belirlenir. Bu bulgular tarih ve saatiyle beraber mutlaka kaydedilmelidir. Literatürde çocuğu tekrar travmatize etmemek amacı ve gerektiğinde adli mercilere kanıt olarak sunulabileceği açısından video kaydı tutulması önerilmektedir (Aktepe, 2009). Adli mercilere sunulan bir diğer kaynak fiziksel ve adli muayenedir. Fizik muayene bulguları önemli olmakla beraber mukoza zedelenmeleri çabuk iyileştikten sonra tekrarlayıcı istismarlarda tanı koymak için tek başına yeterli değildir (Kara vd, 2004). Fizik muayenede yaralanmalar, lezyonlar, ekimozlar kaydedilmeli, istismarın üzerinden zaman geçmemişse (3 günden az) servikal sürüntüler araştırılmalı, adölesanlarda gebelik testi yapılmalı ve cinsel yolla bulaşan hastalıklar açısından değerlendirilmelidir (Aktepe, 2009; Bernet, 1997; Payne, Fernandez, Jenner ve Paul, 2017; Theodore ve Runyan, 1999). Bu değerlendirmeleri adli tıp profesyonelleri ve hekim ile beraber hemşireler yapabilmektedir. Ülkemizde konuyla ilgili olarak adli pediatri hemşireliği hizmet sunmaktadır. Adli pediatri hemşireleri istismarın tanınmasından, tespit edilmesinden, kanıtların adli mercilere uygun şekilde ulaşmasından, çocuğa yardım ve destek sağlanmasından sorumludur (Çevik ve Başer; 2012).

İstismara uğrayan çocukların fiziksel iyiliğın sağlanması ve travmatik anlarla ilgili emosyonel süreçlerin çözümü tedavi sürecinin temelini oluşturmaktadır. Tedavi sürecinin fiziksel bileşenlerinde istismarın türüne göre destekleyici bakım sunulmalı, gereksinen ihtiyaçlar karşılanmalı, var olan fiziksel sorunların tedavisine yönelik tıbbi ve farmakolojik yöntemler kullanılmalıdır. Fiziksel sorunların iyileşmesi, görel olarak ruhsal sorunların iyileşmesine göre daha kısa sürdüğü söylenebilir. Bu yüzden istismar edilen çocuğun ruhsal olarak desteklenmesi oldukça önemlidir. Tedavi süresince çocuk ruh sağlığı profesyonelleri tarafından baş etme becerilerinin, savunma mekanizmalarının ve egonun geliştirilmesi, sosyal iletişimin sürdürülmesi ve bireysel yeteneklerin geliştirilmesi amaçlanmaktadır. Buna yönelik oyun terapisi, psikodinamik ve bilişsel davranışsal terapiler çocuğun gelişim dönemine göre uygulanabilir, çocuk bireysel veya grup terapisine alınabilir (Aktepe, 2009). Tedavide rol alan hemşireler çocuklar ile terapötik oyunlar oynayabilir, çocuğa nefes alma ve gevşeme egzersizleri yaptırabilirler (Roberts, 2000).

İstismarda Hemşirelik Yönetimi

Hemşirelik mesleği, sağlık hizmetlerinin tüm basamaklarında çocuklara ve ailelere sağlık hizmetleri sunan, multidisipliner ekibin ana meslek guruplarından birisidir (Arıkan vd, 2000). Dolayısıyla hemşireler tespit edilen istismar vakalarını bildirerek çocukların korunmasını, istismarın önlenmesini sağlamada ve hemşirelik süreci boyunca gözlem yaparak istismar vakalarının erken belirlenmesinde anahtar pozisyonda olan sağlık profesyonelleridir (Fraser, Mathews, Wash, Chen ve Dunne, 2010). Hemşirelik Yönetmeliği'ne 2011 yılında eklenen Hemşirelik Girişimleri Listesi'nde güvenlik girişimleri başlığı altında hemşirelerin istismar vakalarında görev yetki ve sorumlulukları açıkça belirtilmiştir. Bu girişimler taciz ve tecavüz sonrası yönetimi ile ihmal/istismardan korunma, tanıma, eğitim ve danışmanlık uygulamalarını içermektedir (T.C Sağlık Bakanlığı, 2011). Bu bağlamda hemşirelerin istismar bulgularını bilmesi, yasal sorumluluklarının farkında olması ve bu tür vakalarda hemşirelik yönetimini yapabilmesi gereklidir.

İstismarın önlenmediği takdirde tekrarlayıcı yönünün olması çocuğun yaşamını yitirmesine neden olabilmektedir. Tespit edilemeyen ya da bildirilmeyen vakaların yarısının tekrar istismara uğradığı ve bu çocukların bir kısmının hayatını kaybettiği bildirilmiştir. Bu nedenle hemşireler istismar bulgularını bilmeli ve tanıyabilmelidir (Erkut ve Gözen, 2019). Dünyada ve ülkemizde hemşirelerin istismara yönelik bilgi ve raporlama düzeyleri ile ilgili çalışmalar yapılmış olup, istismarın çeşitli endişeler ve bilgi eksikliği nedeniyle yeterince raporlanmadığı ayrıca sağlık profesyonellerinin istismar bulguları açısından bilgi gereksinimi olduğu sonucuna ulaşılmıştır. Sonuçlar doğrultusunda hemşirelerin ve diğer sağlık profesyonellerinin istismar bulgularını tanıma, bildirme ve raporlama prosedürleri hakkında bilgi eksikliklerinin giderilmesine yönelik düzenli aralıklarla hizmet içi eğitimlerin yapılması önerilmektedir (Bahçecik, 1993; Chan vd, 2020; Feng ve Levine; 2005; Gölge, Hamzaoğlu ve Türk, 2012; Kocaer, 2006; Külcü ve Karataş, 2016; Lazenbatt ve Freeman, 2006; Natan, Faour, Naamhah, Grinberg ve Klein Kremer, 2012; Rolim, Moreira, Gondim, Paz ve Vieira, 2014; Shechter, Tirosh ve Cohen, 2000; Tuğut ve Daşlı; 2019).

İstismarın bildirilmesi tüm devletlerde yasal bir zorunluluktur (Amerikan Pediatri Akademisi Çocuk İstismarı ve İhmali Komitesi, 1999). Ülkemizde de bu vakaların bildirilmesi zorunlu olup, Türk Ceza Kanunu (TCK)' nun 280. Maddesine göre, görevini yaptığı sürece bir suçun işlendiği yönünde bilgi ile karşılaşmasına rağmen durumu bildirmeyen veya bildirimini geciktiren sağlık mesleği mensupları bir yıla kadar hapis cezası ile cezalandırılırlar. Çocuklara karşı kötü muamele, istismar ve ihmal suçtur. Bunlar, TCK'nın 80, 94, 96, 103, 104, 229 ve 232. maddelerince ele alınarak cezalandırılmaktadır (TCK, 2020). Ayrıca istismar edilen çocukların; kolluk kuvvetleri, adli merciler ve sağlık kurumları tarafından ayrı ayrı değerlendirilmesi ve bu süreçte yaşadıklarını defalarca dile

getirmek zorunda bırakılması, gizliliğin yeterince sağlanamaması nedeniyle, çocuk istismarının önlenmesi ve istismara uğrayan çocuklara etkin bir şekilde müdahale edilmesi amacıyla, cinsel istismara uğramış çocukların ikincil örselenmesini en aza indirmek, adli ve tıbbi işlemlerin bu alanda eğitilmiş kişilerden oluşan bir merkezde ve tek seferde gerçekleştirilmesini sağlamak üzere Çocuk İzlem Merkezleri (ÇİM) kurulmuştur ([T.C Sağlık Bakanlığı](#), 2020).

Hemşirelik mesleği hem ÇİM'lerde hem de hastanelerde istismar mağduru çocuklarla karşılaşabilecek bir meslek grubudur. Böylesine hassas ve hayati bir konuda başta acil servis hemşireleri, çocuk sağlığı ve hastalıkları hemşireleri ve psikiyatri hemşireleri başta olmak üzere, tüm hemşirelere önemli görevler düşmektedir. İstismar vakalarında hemşirelerin sakinliklerini koruyarak, profesyonel mesleki sınırları çerçevesinde bilgi ve becerilerini kullanmaları beklenir.

Sonuç

Hemşireler çocuk istismarını tanımada, bildirmede, önlemede ve çocuk sağlığını korumada önemli bir pozisyona sahiptir. Bu nedenle hemşireler çocuk istismarının tıbbi, etik ve yasal boyutları açısından bilgili ve donanımlı olmalıdır. Bu çerçevede hemşirelere ve diğer sağlık personellerine hizmet içi eğitimler verilmesi, ulusal düzeyde eylem planı oluşturularak sağlık kalitesinin artırılması ve hemşirelerin bu konuda toplumda farkındalık uyandıracak girişimlerde bulunması, çocuklara "iyi dokunuş kötü dokunuş eğitimi" vermesi, yasal sorumluluğu olarak istismar vakalarını bildirmesi, çocuğu fiziksel ve psikolojik olarak desteklemesi önerilmektedir.

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THE EFFECT OF ALTRUISTIC LEADERSHIP CHARACTERISTICS OF HEALTHCARE PROFESSIONALS ON BURNOUT

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ABSTRACT

Problem of Research: Healthcare management is directly related to human health and life. Decisions to be taken in health management can have important effects on the quality of human life and even the health level of society. Besides, health organizations are made up of professional groups experiencing the pleasure of having helped people at the utmost level. The “tendency and desire to live for others” of managers and leaders are believed to be in this parallel. The starting point of the research was how the altruistic leadership behavior, which aims to voluntarily help someone else without any expectation of compensation or reward, affects individuals themselves and thus the institutions they work for over time. In the study, it is investigated whether altruistic leadership characteristics have an effect on burnout.

Purpose of the Study: This study aims to reveal the effect of altruistic leadership features of healthcare professionals on burnout.

Method: A university hospital is used as the base to study the effect of altruistic leadership, on burnout. Altruistic Leadership Scale and Burnout Inventory were applied to 199 employees in total, including physicians, nurses and other healthcare professionals who were chosen through convenient sampling method. The data were analyzed by SPSS program.

Findings: According to the results of the research, it was determined that there is a weak negative relationship between the altruistic leadership levels and burnout levels of healthcare professionals. In other words, the burnout levels of the individuals with high altruistic leadership characteristics were found to be statistically significant but low. It was also found that the altruistic leadership feature had an effect on burnout. Accordingly, the altruistic behaviors displayed by employees in health organizations, regarding their duties or problems related to the organization make people feel that they exhibit a positive social behavior rather than burnout.

Keywords: Altruistic Leadership, Burnout, Health Professionals

Presentation Language: Turkish

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**EFFECTS OF PATERNAL LEADERSHIP ON ORGANISATIONAL CYNISM:
COMPARING THE PUBLIC AND PRIVATE HOSPITALS IN FATİH HEALTH
SERVICE REGION**

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ABSTRACT

Problem Sentence of Research: Does patriarch leadership have an impact on employees developing cynic attitudes towards the organization? Is the severity of this effect different in terms of public hospitals and private hospitals?

Objective: The purpose of this research; In health care workers, the Patriarchal Leadership determines the impact of employees developing attitudes towards the organization and the comparison of these effects between public hospitals and private hospitals.

Method: Data obtained from the surveys applied to health workers working in Public and Private Hospitals in Istanbul and Fatih Health Service District were analyzed. The universe of the study is about 8,000 employees of 30 sleepers, including 22 private and 8 public. In the study, the "Simple Random Sampling" method was used. 449 public and 322 private sector health care workers participated in the study.

The data collection tool used the "Patriarchal Leadership Scale" developed by Cheng, Chou, Wu, Huang and Farh in 2004, "Organizational Scale" developed by Brandes, Dharwadkar and Dean in 1999. The

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THE RELATIONSHIP OF FIVE FACTOR PERSONALITY FEATURES AND WORKPLACE INJURY IN HEALTH ORGANIZATIONS

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ABSTRACT

Problem of Research: Does the five-factor personality traits have an impact on workplace disparity in health care organizations? What is the degree of this effect between a particular public and private hospital?

Purpose of the Study: The determination of the effects of five-factor personality traits on health workers' attitudes towards workplace disobedience and comparison of these effects between a certain public and private hospital.

Method: In the first part of the study, five-factor personality traits and dimensions, in the second part, workplace disobedience and related concepts were examined. In the third section, the data obtained from the questionnaires applied to the healthcare professionals working in the City Education and Research Hospital and Private Medline Hospital in Adana Province Region were analyzed. The universe of the study consists of a total of 489 healthcare professionals. In the study, "Simple random (random) sampling" method was used.

Two scales were used in the research as a data collection tool. "Five-factor Personality Traits Scale" developed by Benet-Martinez and John (1998) and translated into Turkish. The 44-item scale has sub-dimensions of 'openness to development', 'extraversion', 'neuroticism', 'compatibility' and 'self-discipline'. The "Workplace Disparity Scale" developed by Cortina et al. (2013) was used. The scale consists of 12 items. The scale is a five-point Likert type such as Never-0 ", " Once / twice-1 ", " Sometimes-2 ", " Often-3 ", " Mostly-4 ". Independent T Test was used in the results obtained.

Results: 324 public and 165 private sector health workers participated in the research. In the statistical analysis, Cronbach's Alpha value was found as 0.890 for all questionnaire questions. When the results of the hypothesis were analyzed, it was seen that the five-factor personality traits had a significant effect on workplace disparity.

Keywords: Five Factor Personality Traits, Disdain, Hospital

Presentation Language: Turkish

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**EXAMINATION OF THE RELATIONSHIP BETWEEN FOMO AND SOCIAL MEDIA
ADDICTION: A STUDY ON THE HEALTH MANAGEMENT STUDENTS**

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ABSTRACT

The Problem of the Study: Nowadays, as technology is an inevitable part of life, a new phenomenon has emerged due to the use of social media in individuals who are psycho-social beings. “The Fear of Missing Out (FoMO)” phenomenon, especially emerging among university students, has brought with it the continuous use of social media platforms that facilitate the follow-up of the developments. The limited number of studies in the literature on “Fear of Missing Out (FoMO)”, which is thought to be related to social media addiction, reveals that this research is important and feasible.

The Purpose of the Study: From this point of view, it is aimed to identify the relationship between fear of missing out and social media addiction.

Method: The universe of the research is undergraduate and graduate students of Süleyman Demirel University Health Management Department. Data were collected from 250 students determined by random sampling method from the universe through a questionnaire consisting of “Fear of Missing Out (FoMO)” and “Social Media Addiction” scales. The evaluation of the collected data was carried out by using the Statistical Package for the Social Sciences (SPSS 22.0) package program.

Finding and Results: Within the study; it was determined that 68% of the participants were female and 32% were male, 81.2% had undergraduate students and 18.8% had postgraduate students. It was indicated that 38.8% of the participants spent 3 to 5 hours a day and 36.4% spent between 1 and 3 hours on social media. The most used social media accounts were; WhatsApp (96.8%) Instagram (94%) and Youtube (90%). The most actively used social media accounts are Instagram with an average of 136 minutes daily, WhatsApp 132 minutes and Youtube 106 minutes. The relationship between social media addiction and fear of missing out was proved to be positively significant as a result of the correlation analysis ($p < 0.01$). Based on the findings of the research, it was acknowledged that there was a direct proportion between participants fear of missing out and social media use levels. When the literature was examined, it was observed that the findings in the field studies coincided with the statistical data specified in the theoretical framework at certain rates.

Keywords: Fear of Missing Out, Social Media Addiction, Social Media.

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ANALYSIS OF RELATIONSHIP BETWEEN COPING WITH STRESS MECHANISMS OF HEALTHCARE WORKERS AND ORGANIZATIONAL COMMITMENT SCALE

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İrem MALATYALI [2]

ABSTRACT

Problem of Research: Stress is affecting the physical, mental and emotional conditions of healthcare workers. It is foreseen that the exposure to stress of the educated and experienced healthcare personnel who is specialized in the field of health, influence their organizational commitment.

Purpose of the Study: To determine the relationship between coping with stress mechanisms of healthcare workers and organizational commitment levels.

Method: The research was conducted with 239 healthcare personnel who work in a private hospital in Istanbul. The study employed organizational commitment scale consisting of 18 questions which was developed by Meyer and Allen (Meyer et al, 1991) to measure organizational commitment. Meyer and Allen's organizational commitment scale is a total of 18-item scale consisting of three sub-dimensions which is measured with 6 items each: "affective commitment", "continuence commitment", and "normative commitment". The Stress Coping Scale, the "Ways of Coping Inventory" scale developed by Folkman and Lazarus was used by Şahin and Durak (1997). The data gathered was analyzed using the program of SPSS (Statistical Package for Social Sciences) for Windows 22.0. During the interpretation of the data; descriptive statistical methods such as number, percentage, average and standard deviation were used. T-test for the comparison of quantitative continuous data for two independent groups, and One way Anova test for the comparison of quantitative continuous data for more than two independent groups were used. Scheffe test was used as a post-hoc analysis to determine the differences after the Anova test. Pearson correlation and regression analysis were employed for continuous variables of the research.

Findings: In this study, a significant relationship was found between organizational commitment ($F=4,089$; $p=0.001<0.05$) and methods of coping with stress (self-confident approach, optimistic approach, desperate approach, submissive approach, social support seeking approach). The self-confident approach increases the level of emotional commitment ($\beta=0.033$). The optimistic approach does not affect the level of emotional commitment ($p=0.614>0.05$). The desperate approach reduces the level of emotional commitment ($\beta=-0.037$). The optimistic approach does not affect the level of emotional commitment ($p=0.614>0.05$). The social support seeking approach does not affect the level of emotional commitment ($p=0.327>0.05$). When the average scores of coping with stress scale of healthcare workers were compared; it was shown that gender, educational status, age, marital status, working at a workplace, and the methods of coping with stress did not differ significantly ($p>0.05$). The emotional commitment scores of the employees differ significantly according to the age variable ($F=2,887$; $p=0.036<0.05$). The normative commitment scores of the married ($x=2,929$) were found to be higher than the normative commitment scores ($x=2,618$) of the singles ($t=3,542$; $p=0<0.05$).

Keywords: Stress, Coping with Stress, Organizational Commitment, Healthcare Worker

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ORGANIZATIONAL BEHAVIOR

A RESEARCH ON THE INVESTIGATION OF THE RELATIONSHIP BETWEEN THE USE OF MEDIA AND THE TRUST OF PHYSICIAN: A CASE OF ISPARTA

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Kevser Hüsna ÖZYILDIZ [2]

Mihriban GÜDER [3]

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ABSTRACT

Problem of the Research: The most important factor in physician-patient communication is trust in physician. Trust in the physician is influenced by various factors. One of these factors is the media. It is thought that the physician profiles reflected in the media, the attitudes, behaviors and discourses of the physicians who appear in various programs will affect people's trust in the physician.

Purpose of the Study: In this study, it was aimed to investigate whether there is a relationship between media use and trust in physician.

Method: The universe of this research, which was designed with the quantitative method, is 265000 people in Isparta. 429 people selected from the universe with convenience sampling method are the sampling of the study. In the research, "Trust Communication in Patient-Physician Relationship" questionnaire created by Yılmaz (2005) and media use questionnaire created by researchers were used. The data were analyzed with SPSS program. Average, standard deviation and percentages were calculated with the analyzes. In addition, exploratory factor analysis was conducted in order to scale the questionnaire. Skewness and Kurtosis values were examined to determine whether the data showed normality. Due to the normal distribution of data, Independent Sample T test was performed for binary comparisons and One Way ANOVA test for three and more comparisons. Correlation analysis was conducted to examine the relationship between media use and physician trust.

Findings: 54.3% (233 people) of the participants were male and the rest were female. 38.7% (166 people) of the participants are undergraduate, 22.6% (97 people) are graduate, 11.2% (48 people) are associate degree, 18.6% are high school and the remaining are middle school graduates. Media type which is the most time spent was found internet (86.7%) and the time spent on the internet was found to be 258 minutes per day. The most used social media platform was found as Instagram (23.5%). In physician trust sub-dimensions, the highest score was trust in medical care ($3,606 \pm 0,839$), and the lowest score was trust in ethical behavior ($2,828 \pm 0,951$). There is a positive and statistically significant relationship between trust in medical decision dimension and television viewing time and age. There is a negative and statistically significant relationship between the trust in medical decision and the number of active social media accounts and educational level. There is a statistically significant relationship between the dimension of trust in ethical behavior and the time spent on Facebook. There is a negative and statistically significant relationship between trust in ethical behavior and education level. It was found that the sub-dimension of trust in medical care was positively correlated with television viewing time, LinkedIn usage time and age. It was found that there was a negative correlation between the medical care trust sub-dimension and the level of education. This correlation is statistically significant. From this point of view, it can be said that all dimensions are negatively related to the level of education, that is, trust in physician decreases as the level of education increases.

Keywords: Trust Physician, Media, Social Media.

Presentation Language: Turkish

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THE PSYCHOLOGICAL IMPACT OF THE COVID-19 EPIDEMIC ON UNIVERSITY STUDENTS IN TURKEY: A FOUNDATION UNIVERSITY CASE

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ABSTRACT

Problem of Research: What is the level of anxiety caused by university students based on COVID-19 and how does this anxiety affect their psychology and thoughts on the subject?

Purpose of the Study: To reveal the level of influence and anxiety COVID-19 leaves on students who have to continue their courses away from campus life through online education. In addition to these, it is to shed light on the practices or practices to be made after the epidemic.

Method: In the research, 600 students were reached from college students studying at a foundation university. An online questionnaire was applied with the students determined by sampling method. The data collection tool consists of 2 parts. In the first part, there are questions to learn the participants' demographic features and their thoughts on COVID-19. In the second part, Spitzer et al. developed in 2006, the Turkish adaptation Konkan et al. in 2013, the test for Generalized Anxiety Disorder-7 (GAD-7) was used.

SPSS 25 program was used in the analysis of the data. T test and variance analysis were used in independent samples to evaluate variables with descriptive statistical methods such as frequency, mean, standard deviation, explanatory factor analysis for the validity and reliability of the scale, and internal consistency analysis.

Findings: As a result of the research, it was observed that the level of anxiety of university students was as high as expected. This means that there is a positive relationship between COVID-19 and university students' anxiety disorder. When looking at the relationship with the demographic characteristics, the positive relation of the place of residence with the level of anxiety caused by COVID-19 is noteworthy. As a result, anxiety levels of university students increased with COVID-19.

Keywords: COVID-19, University Student, Epidemic, Psychology, Generalized Anxiety Disorder-7, Turkey

Presentation Language: Turkish

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Yeni koronavirüs (COVID-19) ilk olarak Çin'de Wuhan'dan gelen akut solunum yolu hastalıkları kümesine bağlı akciğer iltihabı olan bir hastada ortaya çıkmıştır. COVID-19, Çin ve diğer birçok ülkeye çok hızlı bir şekilde yayılarak akut bulaşıcı akciğer iltihabı salgınına neden olmuştur (Bao vd., 2020). DSÖ 11 Mart 2020 tarihinde küresel salgın yani pandemi olarak açıklamıştır. Hastalığın Avrupa'da ki ilk vakası 24 Ocak'ta Fransa'da görülmüş, onu takip eden kısa sürede Avrupa'nın diğer ülkelerinde de vakalar görülmeye başlanmıştır. Türkiye'de ise ilk vaka 11 Mart 2020 de görülmüştür (WHO, 2020; Kebudi, 2020).

Virüsün ilerleyişiyle ilgili olarak Türkiye'de yaygınlaşması ihtimalini dikkate alan Yüksek Öğretim Kurumu (YÖK) 16 Mart 2020 tarihi itibarıyla üniversitelerde eğitimi durdurmuştur (YÖK, 2020a). 23 Mart tarihinde yapılan açıklamada üniversitede yapılacak olan eğitimler, uzaktan eğitim ile yapılması kararlaştırılmıştır. Ülkemizde bu eğitim imkânına sahip olan 123 üniversite bulunmakla birlikte imkânı olmayan üniversitelerde dâhil bütün üniversitelere YÖK'ün oluşturduğu "açık ders malzemeleri havuzu" ile eğitimlere devam etme imkânı sağlanmıştır. Bu tarihten itibaren bütün üniversitemiz imkânları elverdiğince eğitime devam etmişlerdir (YÖK, 2020b).

Ülke çapında okul ve üniversitelerde salgın hastalıkların, katı izolasyon önlemlerinin ve gecikmelerin sürekli yayılmasından dolayı, üniversite öğrencilerinin ruh sağlığının etkilenmesi beklenmektedir. Salgının genel halk, hastalar, sağlık personeli, çocuklar ve yaşlılar üzerindeki psikolojik etkileri hakkında çalışmalar bulunmaktadır (Yang vd., 2020; Li vd., 2020). Salgın genel halk arasında bireysel olarak bakıldığında, akıl hastalığı olmayan insanlarda yeni psikiyatrik semptomları hızlandırabilmekte, önceden akıl hastalığı olanların durumunu ağırlaştırabilmekte ve etkilenen bireylerin bakıcılarına sıkıntı verebilmektedir. Cao vd. (2020) COVID-19 salgını nedeniyle üniversite öğrencileri üzerinde yaptıkları anksiyete araştırmasında, öğrencilerin % 24,9'unun endişe yaşadığını; bu öğrencilerin % 0,9'unda şiddetli anksiyete, % 21,3'ünde ise hafif anksiyete olduğu belirlenmiştir. Bu çalışmanın sonuçları, üniversite öğrencilerinin salgın hastalığına ilişkin kaygılarının, ikamet ettikleri yer, ebeveyn gelirlerinin kaynağı, ebeveynlerle yaşayıp yaşamadıkları ve bir akrabanın veya tanıdıkların COVID-19 ile enfekte olup olmadığı ile ilişkili olduğunu göstermiştir.

Beasley vd. (2003) 187 üniversite öğrencisi üzerinde yaptığı çalışmada ve yaşamın stresli olmasının ruh sağlığı durumunun etkileyen bir durum olduğunu bulmuşlardır. COVID-19 gibi yaygın bulaşıcı hastalıkların salgınları, psikolojik sıkıntı ve zihinsel hastalık belirtileri ile direkt ilişkilidir (Bao vd., 2020). Salgın ve benzeri durumlarda uzun vadeli olumsuz duygular insanların bağışıklık fonksiyonunu azaltabilmekte ve normal fizyolojik mekanizmalarının dengesini bozabilmektedir (Kiecolt-Glaser vd., 2002). Bu nedenle bunların belirlenmesi hem halk sağlığı hem de sağlık sistemlerinin yönetilmesi açısından çok önemli görülmektedir.

Çalışmada kullanılan Yaygın Anksiyete Bozukluğu testi-7 (YAB-7), tanısız güvenilirliği ve etkinliği nedeniyle klinik uygulama ve araştırmalarda kullanılan en yaygın kaygı testlerinden biridir (Moreno vd., 2019; Johnson vd., 2019; Toussaint vd., 2020). YAB-7 anksiyete bozukluklarının yanı sıra sosyal fobi, travma sonrası stres bozukluğu ve panik bozukluğunun taranması, tanı ve şiddetinin değerlendirilmesi için de uygulanabilmektedir (Spitzer vd. 2006).

Yapılan çalışmalar, COVID-19 Pandemi'sinin insanların üzerinde birçok fiziksel zarara yol açmasının yanı sıra, psikolojik olarak da insanları etkilediğini, etkilerin özellikle nüfusun genç kesimi olan ve sosyal hayatın birçok alanında yer alan üniversite öğrencilerinde daha ağır görüleceğini ortaya çıkarmaktadır. Bu çalışmada, son birkaç ayda hayatımızı derinden etkileyen korona virüsün online eğitim aracılığıyla derslerini kampüs yaşamından uzak sürdürmek zorunda olan üniversite öğrencileri üzerinde bıraktığı psikolojik etkiyi ortaya koymak amacı ile "Yaygın Anksiyete Bozukluğu testi-7 (YAB-7)" uygulanarak öğrencilerin anksiyete düzeylerinin belirlenmesi ve salgın sonrası yapılacak uygulama veya politikalara ışık tutulması amaçlanmıştır.

Yöntem

Çalışmada üniversite öğrencilerinin COVID-19 sürecindeki Yaygın Anksiyete Bozuklukları ve bazı demografik özellikleri değerlendirmeye çalışılmıştır. Örneklem bir vakıf üniversitesinde okuyan 493 üniversite öğrencisinden oluşmaktadır. Katılımcılardan demografik veriler olarak; cinsiyet, yaş, gelir durumu, okunulan sınıf, okuduğu bölüme isteyerek gelip gelmeme durumu, aileyle birlikte yaşama durumu, yaşanılan bölge (kırsal ve kentsel), ikamet edilen şehir, okunulan bölüm, uzaktan eğitime katılma materyali toplanmıştır. Spitzer vd. (2006) tarafından geliştirilmiş Yaygın Anksiyete Bozukluğu testi-7 (YAB-7), COVID-19 sürecinde katılımcıların son 2 haftadaki bu duygulara maruz kalma sıklıklarını ölçmek için kullanılmıştır. YAB-7 testinde 7 adet soru bulunmaktadır, insanların son iki hafta içinde yedi temel YAB semptomuna ne sıklıkta maruz kaldığı sorulmaktadır; yanıt seçenekleri şöyledir; (1=hiçbir zaman, 2=Birkaç gün, 3=Yedi günden fazla, 4=son iki haftada neredeyse her gün). YAB-7 isimli orijinal makalede toplam puanlar bakımından kıyaslandığında; 0-4 arası hafif, 5-9 arası orta dereceli, 10-14 arası yüksek, 15-21 arası puan ise ciddi anksiyete olarak değerlendirilmiştir.

Kolayda örnekleme yöntemi ile belirlenen öğrencilere online anket uygulanmıştır. Veri toplama aracı 2 bölümden oluşmaktadır. İlk bölümde, katılımcıların demografik özelliklerini ve COVID-19 hakkındaki düşüncelerini öğrenmek için sorular vardır. İkinci bölümde Spitzer vd. 2006 yılında geliştirilen Türkçe uyarlaması 2013 yılında Konkan vd. tarafından yapılan YAB-7 testi kullanılmıştır. Verilerin analizinde SPSS 25 programı

kullanılmıştır. Ölçeğin güvenilirliği için Cronbach Alpha değerine bakılmıştır. Bağımsız örneklerde frekans, ortalama, standart sapma gibi tanımlayıcı istatistiksel yöntemlerle değişkenler arasındaki farklılıkların anlamlılıklarını değerlendirmek için bağımsız testlerde n Independent T testi ve One-Way Anova analizi kullanılmıştır. Anova Analizinde farklılığın nedenini ortaya koymak için Post Hoc. analizi yapılmıştır. Analizler 0.05 anlamlılık düzeyinde yapılmıştır.

Bulgular

Katılımcıların demografik özelliklerine ilişkin bulgular Tablo 1’de verilmiştir. Katılımcıların 315’si (%66.9) kadın ve 156’i (%33.1) erkek olarak dağılım göstermektedir. 262 (%55.6) katılımcı 18-21 yaş arasında, 174 (%32.7) katılımcı 22-25 yaş arasında ve 35 (%11.7) katılımcı 26 ve üstü yaşta. 111 (%24.7) katılımcı 0-2500 TL, 230 (%51.1) katılımcı 2501-5000 TL, 89 katılımcı (%19.8) 5001-10000 TL ve 20 (%4.4) katılımcı 10001 TL ve üstü aralığında aylık toplam hane gelirine sahiptir. 412 (%87.5) katılımcı okuyacağı bölümü kendi isteği ile tercih ederken, 59 (%12.5) katılımcı kendi isteği ile tercih etmemiştir. 110 (%23.4) katılımcı 1.Sınıf, 246 (%52.2) katılımcı 2.Sınıf, 41 (%8.7) katılımcı 3.Sınıf ve 74 (%15.7) katılımcı 4. Sınıfta eğitim görmektedir. Uzaktan eğitim sürecinde 133 (%28.4) katılımcı akıllı telefonla, 330 (%70.4) katılımcı bilgisayarla ve 6 (%1.3) katılımcı ise tablet aracılığı ile uzaktan eğitimden faydalanmıştır. 70 (%14.9) katılımcı kırsal bölgede yaşamakta, 401 (%85.1) katılımcı kentsel bölgede yaşamaktadır. 428 (%91.3) katılımcı ailesi ile birlikte yaşamakta, 41 (%8.7) katılımcı ailesi ile birlikte yaşamamaktadır.

Tablo 1. Katılımcıların Demografik Özellikleri

Değişken	Gruplar	N	%
Cinsiyet	Kadın	315	66.9
	Erkek	156	33.1
	Toplam	471	100.0
Yaş	18-21	262	55.6
	22-25	174	32.7
	26 ve Üstü	35	11.7
	Toplam	471	100.0
Aylık Toplam Hane Geliri	0-2500	111	24.7
	2501-5000	230	51.1
	5001-10000	89	19.8
	10001 ve Üstü	20	4.4
	Toplam	450	100.0
Okunulan Bölümü Tercih Şekli	İsteyerek	412	87.5
	İstemeyerek	59	12.5
	Toplam	471	100.0
Sınıf Düzeyi	1.Sınıf	110	23.4
	2.Sınıf	246	52.2
	3. Sınıf	41	8.7
	4. Sınıf	74	15.7
	Toplam	471	100.0
Uzaktan Eğitim Sürecinde Kullanılan Materyal	Akıllı Telefon	133	28.4
	Bilgisayar	330	70.4
	Tablet	6	1.3
	Toplam	469	100.0
Yaşanılan Bölge	Kırsal	70	14.9
	Kentsel	401	85.1
	Toplam	471	100.0
Aile ile Birlikte Yaşama Durumu	Birlikte Yaşayan	428	91.3
	Birlikte Yaşamayan	41	8.7
	Toplam	469	100.0
COVID-19 Teşhisi Bulunma Durumu	Bulunan	4	.8
	Bulunmayan	467	99.2
	Toplam	471	100.0
COVID-19 Teşhisi Konulan Bir Yakın Bulunma Durumu	Bulunan	94	20.0
	Bulunmayan	377	80.0
	Toplam	471	100.0
COVID-19 Sebebiyle Akademik	Endişelenen	270	57.3

Tablo 1. Katılımcıların Demografik Özellikleri (devamı)

Değişken	Gruplar	N	%
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Takvimin Gecikmesi Konusunda	Endişelenmeyen	201	42.7
Endişe Duyuma Durumu	Toplam	471	100.0
COVID-19 Günlük Yaşamı	Endişelenen	391	83.0
Etkileyeceği Konusunda	Endişelenmeyen	80	17.0
Endişe Duyuma Durumu	Toplam	471	100.0

94 (%20.0) katılımcının bir yakını COVID-19 teşhisi almış, 377 (%80.0) katılımcının ise bir yakını COVID-19 teşhisi almamıştır. 270 (%57.3) katılımcı COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duyarken, 201 (%42.7) katılımcı ise bu konuda endişe duymamaktadır. 391 (%83.0) katılımcı COVID-19 Günlük Yaşamı Etkileyeceği Konusunda endişe duyarken, 80 (%17.0) katılımcı bu konuda endişe duymamaktadır.

Tablo 2. Yaygın Anksiyete Bozukluğu Ölçeği İçin Betimleyici İstatistikler

Ölçek	Min	Max	Çarpıklık	Basıklık	\bar{x}	ss
Yaygın Anksiyete Bozukluğu Ölçeği	0	20	.379	-.745	7.08	4.91

Tablo 2’de Yaygın Anksiyete Bozukluğu Ölçeği puanları için en küçük-en büyük değerler, çarpıklık-basıklık değerleri ile ortalama ve standart sapma değerleri verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği için aralık 0-20 arasında, çarpıklık 0.379 ve basıklık -0.745 olarak ortalama 7.08 ve standart sapma 4.91 olarak hesaplanmıştır.

Tablo 3. Yaygın Anksiyete Bozukluğu Ölçeği Maddeleri İçin Ortalama ve Standart Sapma Değerleri

Maddeler	\bar{x}	ss
Sinirli, endişeli veya sınıra ulaşmış hissettim	1.10	.918
Endişelenmemi durduramadım veya kendimi kontrol edemedim.	.71	.858
Farklı konularda çok fazla endişelendim.	1.07	.925
Rahatlama sorunu yaşadım.	.98	.912
Yerimde duramadım ve huzursuz oldum.	.98	.965
Çabuk sinirlendim ve çoğu şeye kızdım ve huzursuz oldum.	1.13	.956
Kötü bir şey olacaktı gibi hissettim.	1.11	.920

Tablo 3’te Yaygın Anksiyete Bozukluğu Ölçeği maddeleri için ortalama ve standart sapma değerleri verilmiştir. “Sinirli, endişeli veya sınıra ulaşmış hissettim” maddesi için ortalama 1.10 ve standart sapma .918 olarak hesaplanmıştır. “Endişelenmemi durduramadım veya kendimi kontrol edemedim” maddesi için ortalama .71 ve standart sapma .858 olarak hesaplanmıştır. “Farklı konularda çok fazla endişelendim” maddesi için ortalama 1.07 ve standart sapma .925 olarak hesaplanmıştır. “Rahatlama sorunu yaşadım” maddesi için ortalama .98 ve standart sapma .912 olarak hesaplanmıştır. “Yerimde duramadım ve huzursuz oldum” maddesi için ortalama .98 ve standart sapma .965 olarak hesaplanmıştır. “Çabuk sinirlendim ve çoğu şeye kızdım ve huzursuz oldum” maddesi için ortalama 1.13 ve standart sapma .956 olarak hesaplanmıştır. “Kötü bir şey olacaktı gibi hissettim” maddesi için ortalama 1.11 ve standart sapma .920 olarak hesaplanmıştır.

Tablo 4. Yaygın Anksiyete Bozukluğu Ölçeği İçin Cronbach’s Alfa Güvenirlik Analizi Sonuçları

Ölçekler	N	Cronbach’s Alfa
Yaygın Anksiyete Bozukluğu Ölçeği	7	.879

Tablo 4’te Yaygın Anksiyete Bozukluğu Ölçeği için Cronbach’s Alfa güvenirlik analizi sonuçları verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği için Cronbach’s Alfa güvenirlik katsayısı .879 olarak hesaplanmıştır.

Tablo 5. Yaygın Anksiyete Bozukluğu Ölçeği Puanlarının Cinsiyete Göre İncelenmesine Yönelik Bağımsız Gruplar t-Testi Sonuçları

Ölçekler	Gruplar	N	\bar{x}	Ss	t	sd	p
Yaygın Anksiyete Bozukluğu Ölçeği	Kadın	315	7.51	4.88	2.672	469	.008**
	Erkek	156	6.23	4.88			

*<.05; **<.01

Tablo 5’te Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının cinsiyet değişkenine göre karşılaştırılmasına yönelik Bağımsız Gruplar t-Testi sonuçları verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının cinsiyet değişkenine göre istatistiksel olarak anlamlı düzeyde farklılaştığı belirlenmiştir ($t_{(469)}=2.672$; $p<.05$). Kadın katılımcıların Yaygın Anksiyete Bozukluğu Ölçeği puanlarının erkek katılımcılardan daha yüksek olduğu görülmüştür.

Tablo 6. Yaygın Anksiyete Bozukluğu Ölçeği Puanlarının COVID-19 Teşhisi Konulan Bir Yakın Bulunma Durumuna Göre İncelenmesine Yönelik Bağımsız Gruplar t-Testi Sonuçları

Ölçekler	Gruplar	N	\bar{x}	Ss	t	sd	p
Yaygın Anksiyete Bozukluğu Ölçeği	Bulunan	94	8.15	4.91	2.357	469	.019*
	Bulunmayan	377	6.82	4.89			

* $<.05$; ** $<.01$

Tablo 6’da Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19 teşhisi konulan bir yakın bulunma durumu değişkenine göre karşılaştırılmasına yönelik Bağımsız Gruplar t-Testi sonuçları verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19 teşhisi konulan bir yakın bulunma durumu değişkenine göre istatistiksel olarak anlamlı düzeyde farklılaştığı belirlenmiştir ($t_{(469)}=2.357$; $p<.05$). COVID-19 teşhisi konulan bir yakını bulunan katılımcıların Yaygın Anksiyete Bozukluğu Ölçeği puanlarının COVID-19 teşhisi konulan bir yakını bulunmayan katılımcılardan daha yüksek olduğu görülmüştür.

Tablo 7. Yaygın Anksiyete Bozukluğu Ölçeği Puanlarının COVID-19 Sebebiyle Akademik Takvimin Gecikmesi Konusunda Endişe Duyma Durumuna Göre İncelenmesine Yönelik Bağımsız Gruplar t-Testi Sonuçları

Ölçekler	Gruplar	N	\bar{x}	Ss	t	sd	p
Yaygın Anksiyete Bozukluğu Ölçeği	Endişelenen	270	8.34	4.96	6.857	457.118	.000**
	Endişelenmeyen	201	5.40	4.33			

* $<.05$; ** $<.01$

Tablo 7’de Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duyma durumu değişkenine göre karşılaştırılmasına yönelik Bağımsız Gruplar t-Testi sonuçları verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duyma durumu değişkenine göre istatistiksel olarak anlamlı düzeyde farklılaştığı belirlenmiştir ($t_{(457.118)}=6.857$; $p<.01$). COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duyan katılımcıların Yaygın Anksiyete Bozukluğu Ölçeği puanlarının COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duymayan katılımcılardan daha yüksek olduğu görülmüştür.

Tablo 8. Yaygın Anksiyete Bozukluğu Ölçeği Puanlarının COVID-19’un Günlük Yaşamı Etkileyeceği Konusunda Endişe Duyma Durumuna Göre İncelenmesine Yönelik Bağımsız Gruplar t-Testi Sonuçları

Ölçekler	Gruplar	N	\bar{x}	Ss	t	sd	p
Yaygın Anksiyete Bozukluğu Ölçeği	Endişelenen	391	7.87	4.81	10.397	153.874	.000**
	Endişelenmeyen	80	3.23	3.36			

* $<.05$; ** $<.01$

Tablo 8’de Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19’un günlük yaşamı etkileyeceği konusunda endişe duyma durumu değişkenine göre karşılaştırılmasına yönelik Bağımsız Gruplar t-Testi sonuçları verilmiştir. Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19’un günlük yaşamı etkileyeceği konusunda endişe duyma durumu değişkenine göre istatistiksel olarak anlamlı düzeyde farklılaştığı belirlenmiştir ($t_{(153.874)}=10.397$; $p<.01$). COVID-19’un günlük yaşamı etkileyeceği konusunda endişe duyan katılımcıların Yaygın Anksiyete Bozukluğu Ölçeği puanlarının COVID-19’un günlük yaşamı etkileyeceği konusunda endişe duymayan katılımcılardan daha yüksek olduğu görülmüştür.

Tartışma ve Sonuç

Çalışmamızda, YAB-7 Ölçeği puan ortalamalarının cinsiyet değişkenine göre anlamlı farklılık göstermiştir. Katılımcıların %66,8’i kadın, %33,2’si erkek katılımcılardan oluşmuştur. Ayrıca COVID-19 teşhisi konulan bir yakını bulunan katılımcıların Yaygın Anksiyete Bozukluğu Ölçeği puanlarının COVID-19 teşhisi konulan bir yakını bulunmayan katılımcılardan daha yüksek olduğu görülmüştür. COVID-19 sebebiyle akademik takvimin gecikmesi konusunda endişe duyan katılımcılar arasında anlamlı bir farklılık görülmüştür. Bu farklılıkta endişe duyanlar 270 kişiyle daha yüksek düzeyde olduğu görülmüştür. Bu durum yüz yüze eğitimin uzaktan eğitimden daha az endişe verici olduğunu ortaya koymaktadır. Yaygın Anksiyete Bozukluğu Ölçeği puan ortalamalarının COVID-19’un günlük yaşamı etkileyeceği konusunda endişe duyma durumu değişkenine göre de istatistiksel olarak anlamlı farklılık gösterdiği tespit edilmiştir.

Çalışma sonucunda ulaşılan bulgular, yapılan birçok çalışma ile aynı sonuçları göstermektedir. Wang vd., (2020) tarafından yapılan bir çalışmada katılımcıların %53,8’inin salgının psikolojik etkisini orta veya şiddetli; %16,5’i orta ila şiddetli depresif belirtileri; %28,8’i orta ila şiddetli anksiyete belirtileri ve %8,1’i orta ila şiddetli stres seviyeleri

olduğunu ortaya koymuştur. Ahmed vd. (2020) yapmış oldukları çalışmada, COVID-19'un, anksiyete, depresyon ve zihinsel iyilik hali ile güçlü ve pozitif korelasyon gösterdiğini ortaya koymuştur. Sher (2020) tarafından izole bireylerin kaygı ve stresinin yüksek seviyede olduğu ve uyku kalitesinin düşük olduğu belirtilmektedir. Çalışmamızdaki sonuçlara göre düşük, orta ve yüksek anksiyete düzeyleri bulunan 471 katılımcının %26,8'inin anksiyete seviyesinin yüksek olduğu görülmüştür. Elhai vd., (2020) tarafından yapılan çalışmada, katılımcıların %24'ünde orta derecede anksiyete bozukluğu yaşadıklarını ortaya koymuştur. Bizim çalışmamızda ise katılımcıların %31,2'sinde orta derecede anksiyete bozukluğu yaşadıkları görülmüştür.

Maaravi ve Heller (2020) yapmış oldukları çalışmada, kadınların erkeklerden daha endişeli olduğunu, insanların kendilerinden daha çok başkaları hakkında endişeli olduklarını, akrabalarıyla ilgili kaygılarının yabancılardan daha yüksek olduğunu ve sağlıkla ilgili kaygıların mali konulardan daha yüksek olduğunu ortaya koymuştur. Bizim çalışmamızda da buna benzer bir sonuç elde edilmiş olup kadın katılımcıların erkek katılımcılardan daha yüksek anksiyete düzeyleri olduğu görülmüştür ($p < 0.05$ Labrague vd., (2020) tarafından yapılan bir çalışmada, hemşirelerin %37,8'inin işlevsiz anksiyete düzeylerine sahip olduğu saptanmıştır.

Cao vd. (2020), yapmış oldukları çalışmada üniversite öğrencilerinin yaklaşık % 24,9'unun COVID-19 salgını nedeniyle kaygı yaşadığını kanıtlamışlardır. Bizim çalışmamızda da katılımcıların %26,8'inde yüksek anksiyete seviyesi belirlenmiştir. Kentsel alanlarda ve ebeveynler ile birlikte yaşamak, düzenli gelire sahip olmak, COVID-19 salgını sırasında üniversite öğrencilerini endişeye karşı koruyucu faktörler arasında sıralanmaktadır. Bununla birlikte, COVID-19 ile enfekte bir akraba veya yakınlar ile yaşamak, anksiyete için bir risk faktörü olarak belirlenmiştir. COVID-19 ile ilgili sosyal stres ve ekonomik stres unsurlarının günlük yaşam üzerindeki etkilerinin üniversite öğrencilerinin kaygı düzeylerini arttırdığı tespit edilmiştir.

Farklı örneklem gruplarıyla ve farklı ülkelerde yapılan birçok çalışma gösteriyor ki, COVID-19 ile toplumların anksiyete seviyesi arasında güçlü bir ilişki vardır. Üniversite öğrencileri ruh sağlığı ve halk sağlığıyla ilgili acil durumlarla karşılaştıklarında önemli ölçüde etkilenmekte ve toplumun, ailelerin ve okul yönetimlerinin ilgisine, yardımına ve desteğine ihtiyaç duymaktadırlar. Üniversite öğrencilerine kaliteli, zamanında ve krize yönelik psikolojik hizmetler sunmak ve bu sorunu çözmek için devlet ve üniversitelerin iş birliği yapması önerilmektedir.

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Çalışma İzni Hakkında:

- Araştırmamızda kullanılan “Yaygın Anksiyete Bozukluğu - 7(YAB 7) Testi Türkçe Uyarlaması” isimli çalışmanın ölçeğini kullanabilmek amacıyla Doç. Dr. Ramazan KONKAN’dan 16 Mayıs 2020 tarihinden izin alınmıştır.
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- Araştırmanın etik açıdan uygunluğu adına 29 Mayıs 2020 tarihinde Sakarya Uygulamalı Bilimler Üniversitesi Rektörlüğünden Etik Kurul izni alınmıştır.

INVESTIGATION OF KNOWLEDGE, ATTITUDES AND EXPERIENCES OF PATIENTS RECEIVING SERVICES FROM HEALTHCARE INSTITUTIONS FOR PATIENT PRIVACY IN KONYA

Kubilay ÖZER¹
Musa ÖZATA²

ABSTRACT

The Problem of the Study: Privacy is one of the issues that are difficult to define and measure and plays a key role in ensuring trust in physician-patient relations.

The Purpose of the Study: The aim of this study is to determine the knowledge, attitudes and experiences of the patients about the privacy of the patients who receive service from the health institutions in the city center in Konya.

Method: The research was carried out by applying a questionnaire to a sample group of 1013. The data collection tool was created within the scope of Patient privacy legislation and Health quality standards.

Findings and Results: It was determined that 88.7% of those who received health service never read the Patient Rights Regulation. It is observed that the participants of the study are sensitive about the privacy shaped by their social-cultural environment. It is seen that the attitudes of women, married people and those in the 35-49 age group are high in choosing health institutions. As the education level and economic level increase, the desire to stay alone with the physician increases in the examination. It has been observed that the patient's expectations were met, which provided 85.9% privacy in communication with the patient and body privacy from the experiences of the patients. The striking findings of the study are that 80.7% of polyclinics have secretaries and 95.6% of the secretaries are heard in patient experiences..

Key Words: Patient, Privacy, Experience.

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USING MOBILE HEALTH PRACTICES IN SMARTPHONES: EXAMPLE OF BURDUR-ISPARTA PROVINCES

Aliye Kübra Ünal¹
Kevser Hüsna Özyıldız²

ABSTRACT

The Problem of the Study: The research problem constitute that question; "In which area is mobile health applications used most?".

The Purpose of the Study: The purpose of the research is to determine the mobile health applications that are installed on the phones of individuals with smartphones or installed by themselves and to determine for what purposes individuals use these applications.

Method: Quantitative method was used in the research. 60 female and 50 male participants living in Isparta city center, 84 female and 66 male participants living in the city center of Burdur were reached and research with a total of 260 participants were conducted. Questionnaire method was used as a data collection tool. The questionnaires were collected by face to face survey method. The questionnaire used in the study was created by the study executives. Data obtained through questionnaire forms were analyzed with Statistical Package for the Social Sciences (SPSS) program.

Findings and Results: In the research, it is seen that 61.2% of the participants use android and 38.8% use the IOS operating system. It has been determined that individuals using the Android operating system use more mobile health applications than those using the iOS operating system. It was observed that the individuals participating in the study mostly used their own health app owned by smart phones. After this analyzed, it was revealed that the mobile health applications used by the participants were the Ministry of Health applications, pedometer applications, cycle tracking applications and sports-fitness applications. When the aims of participants to use mobile health applications are examined, it is determined that the maximum number of steps is used for calculation purposes. After the purpose of calculating the number of steps of the participants, it was concluded that they mostly used mobile health applications for the purpose of using the physician appointment system, following the health information, doing activities, checking the cycle dates and following the life findings such as heart rhythm, pulse measurement, blood pressure.

Key Words: Health Technologies, E-Health, Mobile Health, Mobile Health Applications

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HEDONIC ATTITUDES IN THE DEMAND AND CONSUMPTION OF HEALTH SERVICES

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ABSTRACT

Problem Sentence of research: Does hedonic attitudes have an effect on health care demand and consumption?

Objective: The purpose of this research; Today, it is the examination of hedonic attitudes outside the aim of meeting the needs of individuals in the demand and consumption of health care.

Methods: Emergency and Outpatient Clinic in approximately 13 months of 01.01.2018-2018-201.01.2019 of A Education and Research Hospital, for the examination of hedonic attitudes in the demand and consumption of health services records are examined. The study used a cross-section model, where the relationship between cause and result is examined together. The data were obtained retrospectively from the hospital information system.

Results: A total of 2,996,650 outpatient examinations were performed, 1,297,391 different diagnoses were performed and 788,742 people were given health care in total. The first 3100 people who applied to the hospital were identified as sample groups when viewed separately for each branch. This sample group of 3100 people has had 70,330 outpatient examinations. The share of this examination in the total examination mass performed in the hospital is 2.3%. The average number of examinations and patient numbers is approximately 2, while the average number of samples frequently applying to the hospital for various reasons is 22.69.

Conclusion : Although increasing hedonic attitude behaviors in consumer culture also pose concerns about health care demand and consumption, ethical concerns or waste of resources, as an important component in marketing mix elements we believe it can be evaluated. Hedonic attitude behaviors in the health care request; ensuring a competitive advantage, providing more qualified services to consumers' expectations and achieving operational objectives will be very important data for private health care businesses.

Keywords: Hedonism, Health Care Request, Management Philosophy

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THE EFFECT OF NURSING PRACTICES IN THE PREVENTION OF MEDICATION ERRORS: A SYSTEMATIC REVIEW AND META-ANALYSIS

Fadime ÇINAR [1]
Sinem ÖZER [1]

ABSTRACT

Problem of Research: Drug applications in hospitalized patients are mostly within the responsibility of nurses. Mistakes made during the drug application process threaten patient safety, and may lead to bad treatment, injuries or even death. Medication errors can also lead to prolonged hospital stay and increased treatment costs

Purpose of the Study: In this meta-analysis, it was aimed to systematically examine the articles that the Nurses made about preventing drug administration errors in the hospital.

Method: This research was carried out with the meta-analysis method, which is one of the quantitative research methods. Preliminary literature search was carried out to determine the keywords over a university's internet access network. Combinations of combinations with Turkish keywords are 'ilaç uygulama hataları ve hemşire', 'hastanelerde ilaç hatalarının önlenmesi ve hemşire', 'ilaç hatalarının önlenmesi ve hemşirelik uygulamaları'dır. İngilizce ise 'medication administration errors in hospital and nurse', medication safety and nursing practice and in patient', medication errors prevention and nurse and in patient', 'drug administration errors and nurse and prevention hospital', 'reducing medication errors in patient and nurse', 'strategies for reducing medication administration errors in hospital setting' ve 'preventing medication administration errors in hospital setting' were used. Full text articles from Google Scholar, Web of Science, Scopus, Science Direct, EKUAL, Goole Academic EBSCOhost, MEDLINE, CINAHL, PUBMED and ULAKBİM TIP electronic databases between 2000-2020 were scanned. As a result of the literature review, 2514 studies on nurses' practices to prevent drug errors were reached. 32 studies that met the inclusion criteria were included in the meta-analysis. The effect size and publication bias of the studies included in the meta-analysis were calculated using the CMA 3 (Comprehensive Meta Analysis) program. Correlation, Difference of Means, Odds ratio were used to calculate the effect size. Cochran's Q statistics were used to determine the impact model. According to the result of Q statistics, random effect model was chosen as our data showed a heterogeneous distribution. To test the bias of the publication, funnel plot (FunnelPlot) analysis was done, results of Classic Fail Safe N and Tau coefficient calculation were used. The included studies were evaluated by two different evaluators using the quality assessment criteria proposed by Polit and Beck, and the kappa compliance rate was calculated in the SPSS 25 program. The protocol of the study was recorded in the database "PROSPERO", which enables the recording of systematic reviews and meta-analyzes around the world (ID = 173148). In this way, it has been investigated whether there is a study on a similar subject all over the world. No study was found in a similar title.

Findings: The total sample size of the studies included in the analysis is 3894. According to the random effects model, the overall effect size between drug errors and nursing practices to prevent drug errors was found to be statistically significant with the value of 1.949 (G.A; 1.463-2,519; p <0.05). This effect size was found to be high compared to Cohen's classification. In this study, kappa values ranged between 0.814-0.842 on the basis of articles among the rater reliability reliability analysis. The overall compliance rate kappa value was found to be highly compatible as 0.828.

Discussion and Conclusion: As a result of this meta-analysis, continuous training (online, web-based, simulation training) technology-based applications (barcode assisted drug application, computer-aided order entry) and mixed methods (correct principles, interruption and prevention of divisions, policies and procedures). The results obtained from the study can guide clinical nurses on what methods and practices they can use to reduce drug administration errors and how they can transfer them to practice. Prevention of application errors is extremely important for hospital administrators as drug errors threaten patient safety, prolong hospital stay and increase health expenditures accordingly. The study will also be useful for researchers in terms of revealing areas missing in the prevention of drug administration errors in the hospital.

Keywords: Nurse; Medication Errors; Prevention, Nursing Practices

Presentation Language: Turkish

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THE RELATIONSHIP BETWEEN WORKPLACE FRIENDSHIP, BURNOUT, AND WORK STRESS IN HEALTH INSTITUTIONS

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ABSTRACT

The Problem of the Research: Workplace friendship relationships are an important premise for developing healthcare professionals' attitudes that are effective in providing efficient and quality healthcare service. Workplace friendship, which regulates interpersonal relations within the organization, has a mitigating effect on healthcare professionals' work stress and burnout levels. While burnout and stress, which are the main factors affecting individuals' attitudes and behaviors, negatively affect the behavior of individuals in the work environment, workplace friendship is thought to mitigate the negative effects of these two factors. Therefore, the relationship between workplace friendship, burnout, and work stress of healthcare professionals should be determined.

Purpose of the Research: This research will be carried out to be a reference for the relationship between workplace friendship, burnout, and work stress in healthcare institutions.

Method: This research, which has been conducted in various hospitals in Istanbul, is a descriptive study. The data collected during the study was turned into a survey form using the "Workplace Friendship Scale", "Burnout Scale", and "Job Stress Scale". The population of this research consists of the employees with various titles working in different hospitals in Istanbul. The sample of the research consists of 150 personnel in the same hospital. The data were analyzed using SPSS 24.0 software package.

Findings: Considering the gender distribution of the participants, it is seen that 76.6% of them are female and 23.4% of them are male. The average of the workplace friendship scores of the participants has been determined to be $\bar{x} = 3.45$, the average work stress score to be $\bar{x} = 2.55$, and the average burnout score to be $\bar{x} = 2.95$. A significantly strong and negative relationship has been found between workplace friendship and work stress ($r = -0.529$). This finding reveals that work stress decreases when the perceptions of workplace friendship increases. A significantly strong and negative relationship has been found between workplace friendship and burnout ($r = -0.348$). As the perceptions of workplace friendship increase, the perception of burnout decreases. A significantly strong and positive relationship has been found between burnout and stress ($r = 0.330$). As the perception of burnout increases, work stress increases as well.

Keywords: Work Stress, Workplace Friendship, Burnout

Language of the Presentation: Turkish

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SERVICE TRAINING PLANNING IN HEALTHCARE EMPLOYEES: EXAMPLE OF A UNIVERSITY HOSPITAL

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Handan ALAN[2]

ABSTRACT

Problem of Research: It is important to make plans with scientific methods in order to ensure the effectiveness and continuity of in-service trainings applied to healthcare professionals in hospitals.

Purpose of the Study: This study aimed to determine the training needs and the training demands of the healthcare professionals working in a university hospital and to evaluate the previous training services they received.

Method: This study is the pre-test phase of a quasi-experimental research. Total number of healthcare professionals in the university hospital was 395 (Doctors were not included in the study). Sample size of the study was 300. The data were collected using the “Determining the Training Needs of the Staff Questionnaire” and “Thoughts on In-Service Training Activities in the Institution Questionnaire”. Descriptive statistics were used with the SPSS 21.0 statistical program.

Findings: The average age of the participants was 30.94±6.85 years. The majority of the participants are female (72.3%), nurse/midwife (64%) and have an associate degree (47%). When the trainings that the personnel should receive within the framework of the training plan were questioned in 15 categories, the most participated training was found to be occupational health and safety(73.3%). It has shown that the personnel preferred slide presentation (58%) in the first place and applied education (54%) in the second place as the training method. In evaluating the questionnaire for in-service training activities in the institution, the highest score average was taken from the “planning of the training” (1.87±0.47) sub-dimension and the lowest score average was taken from the “training requirement analysis” (1.51±0.51) sub-dimension. When the sub-dimensions of the form and personal information were compared; there was a significant difference between marital status and all sub-dimensions ($p<0.05$), there was a significant difference only in educational needs analysis dimension with educational status ($p<0.05$). When the sub-dimensions were compared by profession; there was a significant difference between in the needs of education, education planning and evaluation of education ($p<0.05$).

Results: It was resulted that healthcare professionals in the university hospital preferred practical training as well as slide presentation.. It was concluded that needs of the workers should be taken in the account while evaluation of training services.

Keywords: in-service trainings, healthcare professionals

Presentation Language: Turkish

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A RESEARCH ON SOCIAL MEDIA USES AND INTELLECTUAL THINKING TENDENCIES OF STUDENTS OF HEALTH MANAGEMENT DEPARTMENT

Mihriban GÜDER¹
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ABSTRACT

The Problem of the Study: Today, it is seen that the social media usage of university students, especially young people, is at high levels. It is seen that the use of social media has an impact on many different topics. This study examines the relationship between social media use and intellectual thinking disposition.

The Purpose of the Study: In this study, it is aimed to determine the relationship between these two variables by examining the social media uses and intellectual thinking tendencies of the students in the department of health management.

Method: Descriptive survey method, one of the quantitative research methods, was used in the study. The data were collected through a questionnaire with “Social Media Use” and “Intellectual Thinking Tendency” scales and demographic questions about students. The universe of the research consists of 624 students studying in Süleyman Demirel University Health Management Department. The study reached 275 people. The data were subjected to statistical analysis using SPSS program.

Findings and Results: It was determined that the students of the Department of Health Management used the most popular android (%67.3) as mobile operating system and the phone (%97.8) as the social media usage tool. It has been determined that %65.5 of them have been using social media for more than 4 years, spending 3-4 hours Daily on average (%53.8). Students mostly use WhatsApp bulk sharing system (259 people) and Instagram social media application (244 people). It was found that students mostly use social media for integration with social routines. Among the sub-dimensions of intellectual thinking tendency, they got the highest score from the “understanding and autocritical differences” dimension (4.28±0.681) and the lowest score from the “finding solutions to complex problems” dimension (3.62±0.993). It has been determined that there is a positive and meaningful relationship between “awareness” which is the intellectual thinking disposition dimensions and “social integration and emotional connection” dimension, which is the use of social media. It is seen that as the social integration and emotional connections of the students increase, their awareness towards intellectual thinking tendencies increases, as their awareness increases, they feel social integration and their emotional connections increase.

Key Words: Social Media, Intellectual Thinking, Health Management Department

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A RESEARCH ON THE USE OF HOSPITAL STAFF'S MASS MESSAGE (WHATSAPP) GROUPS

Ramazan ERDEM [1]
Hilal DEMIRHAN [2]
Sema SINAN [3]

ABSTRACT

Problem of Research: With the development of technology, Vatsap (WhatsApp) has spread over a wide area and has taken its place among the most active applications used today. It is the problem of the research to evaluate this practice, which is frequently used in health services, in terms of health professionals.

Purpose of the Study: To determine for what purposes and how often the Vatsap groups of hospital employees use.

Method: Within the scope of the study, 209 hospital employees were surveyed. The data obtained with the questionnaire forms were analyzed using the Statistical Package for the Social Sciences (SPSS 16.0) program. Arithmetic mean, standard deviation, frequency and percentage calculations obtained from the data are included in the evaluation. The questionnaire was subjected to factor analysis and the statements reducing the reliability were removed from the analysis. As a result of the analysis, the questions were collected in 5 dimensions as follow-up continuity, addiction, corporate communication, announcement and meeting and negative effects.

Findings: In the findings obtained from the hospital staff, it was observed that the rate of female users was higher in the distribution of Vatsap use by gender. It has been determined that Vatsap, where the employees use at least 10 and maximum 480 minutes, uses an average of 118 minutes. Again, it was determined that the employees were members of the most 40 groups of messages, and on average, they were members of the 7.5 groups. It is the corporate communication dimension that gets the highest value among the dimensions. This result shows that hospital employees use the application mostly in workplace related issues.

Keywords: Health Services, Whatsapp, Whatsapp Group Messages, Health Workers

Presentation Language: English

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SITUATIONS OF HEALTH WORKERS' EXPOSURE TO VERBAL AND PHYSICAL VIOLENCE: KIRKLARELI SAMPLE

A. Önder PORSUK [1]

ABSTRACT

Problem of Research: The violence incidents those healthcare workers were exposed.

Purpose of the Study: The aim was to investigate retrospectively verbal and physical violence against health workers and to make inferences for the future.

Method: This is a descriptive study based on records in Kırklareli. Population of the research consisted of health workers working in Kırklareli on study period. "White Code" application records of Provincial Health Directorate in 2018-2019 were used for data collection. Studying only data of legal assistance requests after violence on was a limitation. Descriptive statistics and chi-square test were used for data analysis. Data were evaluated with SPSS program.

Findings: 54.2% (n=64) of applicants were female. 118 white code applications were made during study period. 29.7% (n=35) of applicants had applied for various reasons in past. 84.8% (n=100) of these applications were for verbal, 4.2% (n=5) were for physical, 11.0% (n=13) were for verbal and physical violence, and criminal complaint had been filed for all. 13.6% (n=16) of applications were from primary care, 8.5% (n=10) from 112 emergency health services and 78.0% (n=92) from hospital staff. 24.6%, 34.8% and 40.7% of all applications were made by medical specialists, general practitioners and non-physician health workers, respectively. Patients (n=58, 49.2%) and the patient's relatives (n=47, %39.8) were the sources of violence. 17.0% (n=20) of violence exposures had occurred from midnight to 08:00 am, 24.6% (n=29) occurred from 16:00 pm to midnight (Figure 1).

There were no statistical significance between working period and gender (p=0.512) or sources of violence (p=0.208). 92.4% (n=109) of incidents of violence were took place in health institutions and their various departments (Figure 2) and 19.5% (n=23) were on weekend.

Conclusion: Although findings of the study present a relatively short period, they indicate dimensions of violence in health once again. It has been concluded that legal arrangements should be made for violence against healthcare workers immediately.

Keywords: Health Worker, Verbal Violence, Physical Violence

Presentation Language: Turkish

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HOW ORGANIZATIONAL PROCESSES SHAPE MANAGERS' ATTENTION? FINDINGS IN THE FRAMEWORK OF ATTENTION-BASED VIEW

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M. Nurullah KURUTKAN [3]
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ABSTRACT

Problem of Research: Seeking answers to the question “How organizational processes shape executive attention and decision making?”.

Purpose of the Study: To test the effects of organizational processes on executive attention and decision-making within the framework of strategic management's attention-based view.

Method: Qualitative research methods were used in the research. Multiple qualitative case study was preferred as a research design (Yin, 2013). The selection of the hospitals was made in the form of two public hospitals, two university hospitals, and a group of private hospitals. In this way, the organizations from which the data sources are obtained have been diversified and triangulation, which ensures increased validity and reliability in qualitative research has been carried out. The data were collected through semi-structured interviews. Managers interviewed in hospitals were selected from three different management levels: administrative financial managers / deputies, health care services managers / deputies, chief physicians and deputies. In this way, by making triangulation, research validity and reliability are increased. The data obtained as a result of the research were analyzed with the help of "Directed Qualitative Content Analysis".

Findings: According to the findings, processes such as human resources management process, material supply process, health care services management process, financial affairs management process, administrative processes, hospital information management process, corporate marketing process, warehouse management process and technical services management process affect positively or negatively executive attention and decision making. Findings show that organizational processes have effects such as attention sharing problems and inability to focus attention in some managers. Findings confirm the organizational processes, which are one of the main components of attention-based vision. In the study, organizational processes emerged as a structural element that shapes the cognitive structure, attention patterns, attention sharing and decision making processes of managers.

Keywords: Strategic management, attention based view, managerial cognition and attention, decision making, health management.

Presentation Language: Turkish

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INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTHY BEHAVIOR AND HEALTH SERVICE CONSUMPTION: A RESEARCH ON RATIONAL DRUG USE

Murat BAYAT¹
Fuat YALMAN²

ABSTRACT

Problem of Research: revealing the positive relationship between healthy behavior and rational drug use.

Purpose of the Study: to examine the relationship between healthy behavior and health service consumption.

Method: The universe of the research is the province of Sakarya. Each individual, young, middle and advanced age group who lives in Sakarya city center and uses health services has been accepted as a research unit. In the study, in which the quantitative research method was used, the data were carried out online on 406 people. In the study, easy sampling method was preferred. the study; descriptive statistics, explanatory factor analysis (AFA) and multiple linear regression analysis techniques were used. SPSS package program was used in the analysis of the data.

Findings: It is estimated that there is a positive relationship between healthy behavior and rational drug use.

Keywords: Healthy behavior; Health service consumption; Rational drug use; Sakarya.

Presentation Language: Turkish

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THE RELATIONSHIP OF INTERNET ADDICTION AND DEPRESSION: AN APPLICATION ON UNIVERSITY STUDENTS

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Aysun KANDEMİR⁴

ABSTRACT

Aim: In this study, it was aimed to measure the level of internet addiction of university students and to examine their relationship with personal characteristics and depression.

Method: The universe of the study is students of Kırıkkale University Faculty of Health Sciences. With the stratified sampling method, sampling was made according to the sample size calculated for each of the six departments in the faculty. The data of the research were collected with a questionnaire form consisting of 3 parts. In the first part, statements about the personal characteristics of the participants; in the second part Internet Addiction Scale, which was developed by Kimberly Young (1996) and adapted to Turkish by Özlem Çakır Balta and Mehmet Barış Horzum (2008); In the third part includes the Beck Depression Inventory, which was developed by Beck et al. (1961) and adapted to Turkish by Hisli (1989). The data of the research were collected between 5 February and 25 May 2018. Descriptive statistics, chi square test and correlation analysis were used in the study.

Findings: According to the Internet Addiction Scale scores, it was found that there are no students using the Internet at the addiction level and 91.9% of them are average internet users. According to the scores the students got from the Beck Depression Scale, 38.2% of the students showed minimal depression and 8.4% showed severe depression symptoms and according to cut point 30.4% of them showed signs of depression more than normal level. A statistically significant and positive but weak correlation was found between students' internet addiction and depression levels ($r_s = 0.333$; $p > 0.001$).

Conclusions and Recommendations: It is determined that participating students in the study are more likely to show depressive symptoms as their level of internet addiction increases. Counseling on addiction and depression should be provided to students with above average internet users. It is suggested that regular monitoring can be carried out with more comprehensive addiction research.

Presentation Language: Türkçe

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THE RELATIONSHIP BETWEEN MOTIVATION AND WORK QUALITY OF LIFE: AN ASSESSMENT IN TERMS OF MEDICAL SECRETARIES

Ertuğrul BAYER [1]
Mehmet CENGİZ [2]

ABSTRACT

Problem of Research: The satisfaction of the medical secretaries with their job satisfaction and working conditions, in other words, their satisfaction with the quality of work life, and their level of relationship and communication with their patients and relatives.

Purpose of the Study: This study was carried out (based on information obtained from hospital management) to determine the factors affecting motivation levels, job satisfaction levels and job quality of life of 107 medical secretaries who work in outpatient clinics, clinics and medical support units at Suleyman Demirel University Research and Application Hospital in February 2019.

Method: The whole universe was tried to be reached without sample selection. 57 medical secretaries agreed to participate in the study which meant that more than half of the universe was reached.

Findings: The characteristics of the working environment can be expressed as the quality of work life. The conditions of the working environment may affect the motivation levels of the employees, their levels of commitment and organizational commitment, as well as their job satisfaction levels positively or negatively. In order to increase employee motivation and job satisfaction levels; a number of such factors as the structure of the work and the regulation of business relations, the satisfaction of the earned wages, the regulation of the physical conditions of the work environment, ensuring technological compliance, taking occupational health and safety measures, regulation of manager and employee relations and social security rights within the scope of many managerial practices are evaluated. Hospitals are organizations that need to take measures to improve the quality of work life due to their complex organizational structures. Medical secretaries (especially polyclinic secretaries) are health workers who are in first contact with patients and their relatives due to their duties. The behavior of medical secretaries is very important in establishing positive or negative judgments of patients and their relatives about the institution. Therefore, the contentment of medical secretaries in job satisfaction and working conditions; in other words, their level of satisfaction with the quality of work life, will affect their relationship and communication levels with patients and their relatives in direct proportion.

The reliability of the work quality of life scale was $\alpha = 0.849$ and the reliability of the motivation level was $\alpha = 0.901$. It was determined that the data obtained from the statistical analysis were not distributed normally and the correlation analysis was applied to determine the relationships between the motivation perception levels of the participants and the perception of work quality of life with the help non-parametric tests. As a result of the research, it was found that there is a positive and strong relationship between work quality of life sub-dimensions and relations with managers and team-building sub-dimensions. This situation can be evaluated as it is likely to increase the levels of job satisfaction and quality of life as the positive relations of the medical secretaries with the managers and the perception of teamwork with the colleagues go up.

Keywords: Health Management, Job Satisfaction, Motivation, Quality Of Life, Hospital, Medical Secretary.

Presentation Language: Turkish

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Oturum 8. Dijital Oturum: Organizational Behavior
Oturum Başkanı Prof. Dr. Mehveç Tarım

Sunum Günü 10 Temmuz 2020
Sunum Saati 10.50 – 12.20

CORRELATION BETWEEN SUBMISSIVE BEHAVIORS ALONG WITH ORGANIZATIONAL JUSTICE AND ORGANIZATIONAL CULTURE IN NURSES

Ezgi Dilan ÖZDEMİR [1]
Ülkü BAYKAL [2]

ABSTRACT

Problem of Research: The level of submissive behaviors of nurses and reveal the relation between organizational justice and organizational culture with personal- professional features.

Purpose of the Study: To determine the effects of correlation between nurses' organizational justice perceptions and evaluations of organizational culture of the institutions they work for along with characteristics affecting the level of submissive behaviors.

Method: The research is carried out in descriptive study. The study was carried out in descriptive study with 469 nurses from three different hospitals in Istanbul. Data of research gathered from three different hospitals are on the point of being a hospital of the ministry of health which is in İstanbul, a deepseated university hospital and a private hospital which has international accreditation certificate. The sample of research is formed by volunteer nurses who are in employment for at least six months and more in these three legally permission received hospitals. Data is gathered by using "Introductory Information Form", "Submissive Acts Scale", "Organizational Justice Scale and Organizational Culture Scale".

Findings: In the comparisons among personal professional variants that affect nurses' submissive behaviors. According to research findings, submissive behaviors of nurses who work in private hospitals are considerably more frequent than ones in other hospitals. Male nurses' submissive behaviors are more frequent than female nurses'. Addition to that, as age and level of education of nurse increases; the level of submissive behavior decreases. On the other hand, as their operation time increases in their profession, position and institution; their level of submissive behavior becomes less frequent. Although there is not a significant correlation between submissive behaviors and organizational justice, there is a poor relationship between organizational culture positively.

Keywords: Submissive behaviors, organizational justice, organizational culture, nursing, nursing management.

Presentation Language: Turkish

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THE RELATIONSHIP BETWEEN EMPLOYEE WELL-BEING AND WORKPLACE FRIENDSHIP

Nursel AYDINTUG MRYVANG¹
Timur KOSE²

ABSTRACT

The problem of the Research: Workplace friendship is defined as the mutual connection, trust and common values between the individuals in an organization. The employee well-being is explained as the state of the individuals when they feel well in terms of physical, psychological and work life. It is thought that workplace friendship which controls the relationships of the employees who are active within the organization has an effect on the well-being of the employees and its sub-dimensions, life, workplace and psychological well-being, and improves them positively. For this reason, the relationship between workplace friendship and the well-being of the health practitioners must be identified.

The Aim of the Research: The aim of this study is to identify the levels of well-being and workplace friendship of the healthcare practitioners and to reveal the relationship between them.

Method: This research, conducted within a university hospital in Istanbul province, is a descriptive type of research. The data obtained at the end of this study was turned into a survey by using the “Employee Well-Being Scale” and “Workplace Friendship Scale”. The population of this research consists of nurses working in a university hospital in Istanbul province. The sample of the research consists of 150 persons. The data were analyzed with the SPSS 24.0 package program.

Findings: When the gender distribution of the participants is analyzed, it is seen that 82.1% of them are female and 17.9% of them are male. The 85% of the participants are nurses the remaining population 15% is medical secretaries and patient representatives All of them working in the university hospital. It is seen that the average of the well-being ($\bar{x} = 4.15$) ratings of the participants are at ‘Neither Agree nor Disagree’ range and the average of the workplace friendship ($\bar{x} = 3.70$) ratings are at ‘Agree’ range. As a result of the conducted correlation analysis, a significant positive relationship was found ($r=0.485$ $p=0.000$) between the perceptions of workplace friendship and employee well-being. Accordingly, the higher the levels of workplace friendship of the employees, the higher their perceptions of well-being are.

Keywords: Workplace Friendship, Well-Being, Relationship

Presentation Language: Turkish

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ANALYSIS OF CONSCIENTIOUS INTELLIGENCE LEVELS OF STUDENTS STUDYING AT THE FACULTY OF HEALTH SCIENCES OF A FOUNDATION UNIVERSITY

Halil SENGÜL [1]
Arzu BULUT [2]

ABSTRACT

Problem of Research: Health professions are among the professional groups that need to coexist with many features such as empathy, moral behavior, honesty, fair behavior, tolerant behavior, patience, respect, being helpful and conscientious.

Purpose of the Study: The aim of this study is to reveal the levels of conscientious intelligence in the students of the Faculty of Health Sciences, who are candidates for working in healthcare professions.

Method: In this study, descriptive research model, one of the quantitative research methods, was used. In our study, the study group of the research consists of a total of 214 students, 62 of whom are male and 152 of which are women, aged between 18 and 29, selected by the method of easy access sampling, selected from students studying at a University of Vakıf University, Faculty of Health Sciences in Istanbul. In our study, "Personal Information Form" and "Conscientious Intelligence Scale (VZÖ)" were used as data collection tools. In our study, SPSS (Statistical Package for Social Sciences) for Windows 24 program was used to analyze the data. In our study, parametric test statistics were used to compare the data. When comparing the scores obtained from the scale, independent t test statistics are used according to gender and age variable, while the department, education, class, ethnicity, religious Cronbach Alpha coefficient, 78.80 for the total dimensions of the survey, factor loads for the 7 sub-dimensions of the survey 71.50 - Calculated between 80.70.

Findings: In our study, the total ethical value score of the participants was 19.53, the total score of moral value was 22.34, the total score of responsibility towards the creator was 16.37, the total score of mercy was 22.50, the total awareness of conscious awareness was 20.34, the total sensitivity of social awareness was 16.88, the total wisdom score was 16.31 and the total score of conscientious intelligence was 124.91. In our study, social sensitivity ($p = 0.029$; $p < 0.05$) and responsibility towards creator ($p = 0.046$; $p < 0.05$) total scores of the conscientious intelligence sub-dimensions of the participants were found to be statistically significant according to gender. A statistically significant difference was found between the total scores of conscientious intelligence and the departments of the participants ($p = .001$; $p < 0.05$). Conscious awareness and wisdom total scores, which are among the sub-factors of conscientious intelligence, were found statistically significant between groups and groups according to the department variable in which they studied ($p = .001$; $p < 0.05$). Ethical value total scores ($p = .024$; $p < 0.05$), moral sensitivity total scores ($p = .001$; $p < 0.05$), creative responsibility total scores ($p = .014$; $p < 0.05$), compassion total scores ($p = .000$; $p < 0.05$), social sensitivity total scores ($p = .006$; $p < 0.05$). According to the department variable in which they studied, the difference between groups and within groups was found statistically significant.

As a result, it is aimed to use materials that support the features of conscientious intelligence in the trainings to be given to students studying in the faculty of health sciences.

Keywords: Health Professions, Student, Conscientious Intelligence

Presentation Language: Turkish

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Oturum 14. Dijital Oturum: Organizational Behavior
Oturum Başkanı Prof. Dr. Hatice Ulusoy

Sunum Günü 10 Temmuz 2020
Sunum Saati 15.50 – 17.20

WORKPLACE BULLYING IN NURSING

Zeynep DİNDAR[1]
Handan ALAN[2].

ABSTRACT

Aim: This article aims to examine the similarities and differences in the research results of national and international literature to using the Negative Acts Questionnaire-Revised (NAQ-R) scale in researches related to workplace bullying in the nurse sample.

Method: In this study, the research results of 60 articles published between 2009-2019 in Google Search, Pubmed, Scopus, Web of Science and Ebscho databases, using the keywords "bullying", "workplace bullying" and "nurse or nursing" were examined.

Results: As a results of the analysis, it was found that most of the studies about workplace bullying were carried out between the years 2016-2019(n: 43). Most of the studies are cross-sectional (18), descriptive and cross-sectional (12) and descriptive and correlational (11). It was observed that situations caused or results by workplace bullying form the basis of the subject of research. In most of the studies, the levels of nurses 'bullying are reported as medium, it is reported that there is a negative relationship between nurses' professional experience years and workplace bullying, exposure to bullying decreases as nurses increase their age, nurses working in the emergency service are exposed to more bullying and female nurses are exposed to more workplace bullying than male nurses.

Conclusion: In the studies in the nursing sample related to workplace bullying seen that there is no data related to the units where the nurses work, although there are many studies on the subject, there is no advanced research on the prevention of workplace bullying and the studies should be continued with different types of research.

Key Words: workplace bullying, nurse, nursing, negative acts questionnaire

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INVESTIGATION OF INDIVIDUAL PERCEPTIONS AND BEHAVIORS DURING THE COVID-19 OUTBREAK

İsa GÜL¹
Yunus Emre KUNDAKCI²

ABSTRACT

Problem of Research: Many subspecies of coronaviruses cause common cold in humans. However, it was determined that a new type of coronavirus caused illness in humans in Wuhan, Hubei province of China, on December 31, 2019, and the name of the disease was named COVID-19. Since there was not enough information about the newly detected COVID-19 virus, there were difficulties in its treatment and it has spread rapidly. The World Health Organization announced the COVID-19 pandemic, a new term for epidemic disease, as it affected thousands of people in many countries and has become a major global health concern. After this pandemic, people's daily lives were also importantly affected.

Purpose of the Study: This study was conducted to determine the individual perceptions and behaviors for the COVID-19 pandemic. In the research, firstly, individual opinions about the importance of the epidemic, the reasons for its occurrence, its effects, and preventive measures were investigated. In addition, physical activity, nutrition, sleeping and smoking behaviors of individuals were discussed during the pandemic.

Method: The study was participated with 396 individuals living different cities of Turkey. In outbreak conditions, data collection can be carried out via internet only by using digital tools. The data of the study were obtained through a survey created on Google search engine. The data collection process started on 1 April 2020 and ended 6 April 2020. The survey consists of two parts. The first part of the survey includes demographic questions such as age, gender and marital status, while the second part includes likert type statements with disease-related such as "Coronavirus is not as dangerous as it is said", "Coronavirus (COVID-19) is a deadly disease", "This disease does not affect me if I pay attention to my nutrition" and also multiple choice questions for physical activity, nutrition, sleep and smoking behaviors. The level of participation in Likert-type questions is a 5-point scale (1= totally disagree, 5= totally agree). The data were analyzed using the SPSS v.22 statistical software.

Findings: While the mean age of the participants in the study was 27.14 ± 9.17 , 66.2% were women, 64.6% were single, 61.6% were in city life, 32.1% were with 4 people at home, 76.8% nonsmoker and 88.1% no chronic disease. The item "Healthcare professionals has exaggerated the extent of the coronavirus" has the lowest mean ($\bar{x} = 1.30$) for Likert-type questions, whereas "Everyone can be infected with the coronavirus" has the highest mean ($\bar{x} = 4.73$). From the items about the origin of the disease, "The coronavirus emerged from wild animals (bat, snake, etc.) that have been eaten by Chinese people" has slightly above the middle level ($\bar{x} = 3.47$). According to the findings, during the pandemic, it was shown that 50.9% of the participants consumed foods that strengthen their immunity (fruits and vegetables), 35.8% of smokers declined smoking, 53.3% did not change sleep time and 50.1% of them are engaged in physical activity by dealing with housework (cleaning etc.) more. 47.7% of individuals stated that they followed news and current information about the outbreak on TV. According to our findings, participants think that the coronavirus pandemic is dangerous and that the media and healthcare professionals do not exaggerate the outbreak. Participants think that this disease is easily transmitted, deadly and can be transmitted to anyone. In addition, individuals think that they can be affected by this disease even if gloves and masks are used for disease prevention. Individuals are of the opinion that it is not sufficient to exercise physical exercise and pay attention to nutrition in preventing disease. Participants responded above the middle level to the statements that a more digital world will emerge after the epidemic and the effect of the epidemic will decrease in the summer months. Finally, the participants think positively that the environment and nature will be cleaned and air pollution will decrease following the coronavirus.

Keywords: Coronavirus, pandemic, outbreak.

Presentation Language: Turkish

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RELATIONSHIP BETWEEN GROUP DYNAMICS AND ORGANIZATIONAL PERFORMANCE

Nursel AYDINTUĞ MYRVANG¹
Özlem BEK YAĞMUR²

ABSTRACT

Problem of Research: Humans are social beings and like to be a member of a group. The various members will interact with each other when joining a group but also during its lifetime, and hence creating the concept of group dynamics. The manager and the management of any organization will need to understand the group dynamics and the underlying unconscious currents, to maximise performance of the work force.

Purpose of the Study: In this study the relationship between group dynamics and organizational performances has been compiled from research, studies and articles published in Turkey. Based on the evaluation of these data, the aim is to determine the effect of group dynamics and organizational performance.

Method: In the research, a scanning model was used for data collection. The model scanned the database of the ULAKBİM (Turkish Academic Network and Information Center), National Higher Education Council Thesis Center and the Google Scholar last ten years, using the keywords: Group Dynamics and Organizational Performance. The scanning came up with 2 Master theses and 1 ‘article

Findings and Results: The results from the scanning are: The effect of group dynamics related to employee fraud in the financial sector, An educational sector examining the effects of classroom atmosphere on foreign Language learning, A scenario based observation method is used to measure group dynamics in IT (Information Technology). No studies related to the health sector has been found. The conclusion is that there are insufficient studies on this subject in Turkey and specially in the health sector where there are various groups working together in an environment with a high anxiety level. It will be important to carry out cross-sectional or longitudinal studies to define negative and positive effects and how they effect the organizational performance. An organization will not perform successfully if top management do not understand or disregard the twists and irrational behaviours of the participants in the organization.

Keywords: Group dynamics, Organizational performance

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THE EVALUATION OF HEALTH EMPLOYEES' PERCEPTIONS FOR OCCUPATIONAL HEALTH AND SAFETY

Sevil ASLAN¹
Furkan YILDIRIM²

ABSTRACT

Problem of Research: Employees who is working in all sectors, are facing many different risk factors (professional factors, physical factors, individual factors, etc.). These risks causes to work accidents and occupational diseases. Healthcare workers are in the group whose risk factors are quite high due to working conditions.

Purpose of the Study: In this study, it is aimed to determine the awareness of healthcare professionals about occupational health and safety.

Method: The research data were collected by a survey which is total of 21 questions, including occupational health and safety knowledge level and demographic variables. 126 health personnel who are 20 health technicians, 19 health officers, 44 nurses, 17 doctors, 26 other health workers (assistant nurses, medical secretary, etc.) working in Sinop Atatürk State Hospital were included in the study. The collected data were subjected to statistical analysis using SPSS 16.0 package program. Scale reliability was tested with Cronbach's Alpha method and 84% reliability coefficient was calculated. Frequency and Chi-Square analyzes were used to evaluate the demographic variables and knowledge levels of the participants.

Findings: When the descriptive characteristics of the participants were evaluated; 3.8% of the participants are between the ages of 35-46; 62.7% were university graduates (associate degree 31.0%, license 31.7%); it consists of nurses, of which 39.4% are 75.4% in the day shift and 43.7% were working in service 11 years and over. It is seen that 45.2% of the participants in the research have a medium level of knowledge (71.4%) about occupational health and safety. When the level of protective material usage was examined, it was stated that nurses used masks, gloves, aprons more than other participants. It is seen that, 21 of the nurses are mostly and 17 are always; 5 of the physicians mostly and 11 of them always; other healthcare professionals very little wear protective clothing. 79.4% of the participants know that there is an occupational health and safety board in the hospital. 12.7% of the respondents answered that they know the risk in their duties very little end 39.7% responded that they knew well. It was determined that 80.2% of the participants did not have occupational accidents, 96% did not have occupational diseases. When the level of knowledge of the participants about their rights in the event of a work accident was examined, it was determined that 50 people (39.7%) had intermediate knowledge.

Keywords: Occupational health and safety, Work accidents, Occupational diseases

Presentation Language: Turkish

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THE RELATIONSHIP BETWEEN CLINICAL LEADERSHIP AND EMPLOYEE EFFICIENCY

Elif BAKKA¹
Timur KÖSE²
Tuğrul GÜRSOY³
Elif ASAN⁴

ABSTRACT

The Problem of the Research: Clinical leadership is the effort made by the clinicians in a department, unit or organization of a health institution for providing the health services at a much higher level other than rendering them one-to-one to the patients, and their power or ability of changing the policies, systems and procedures with this effort. Efficiency is one of the factors that are necessary for the sustainability in the world of competition apart from production factors. Clinical leadership is thought to increase the efficiency rates of the employees by enabling clinicians to more actively participate in the planning, delivery and transformation stages of the health services. Therefore, the relationship between clinical leadership and employee efficiency needs to be specified.

Purpose of the Research: The aim of this study is to identify the clinical leadership and employee efficiency levels of the health professionals and to put forward the relationship between these two variables.

Method: This research, which was conducted in various hospitals in Istanbul, is a descriptive study. The data were converted into a questionnaire using the "Clinical Leadership Scale" and the "Employee Efficiency Scale". The population of this research consists of the employees with different titles working in different hospitals in Istanbul. The sample of the study is comprised of 160 employees. The data were analyzed with the SPSS 24.0 package program.

Findings: When the gender distribution of the participants is reviewed, 80.5% are women and 19.5% are men. When viewed, it is seen that the average of the clinical leadership ($\bar{x}=5.91$) scores of the participants is in the range of 'I agree'. The average of the employee efficiency ($\bar{x}=3.71$) scores is observed to be in the range of 'Frequently'. A significant, strong and positive relationship was found between clinical leadership and employee efficiency perceptions ($r=0.607$ $p<0.001$). Accordingly, it can be said that employee efficiency increases as the employees' perception of clinical leadership increases.

Keywords: Clinical Leadership, Leadership, Efficiency

Presentation Language: Turkish

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**ANALYSIS OF STUDENTS' COGNITIVE VIEWS ON HEALTH MANAGEMENT
DEPARTMENT BY WORD ASSOCIATION TEST**

Ramazan ERDEM¹
Fatmanur GÜVENÇ²
Ebru YILDIZ³
Zeynep AY TAR⁴

ABSTRACT

Problem of Research: Word association tests are one of the methods used to evaluate people's mind world. The examination of what the Health Management Department evokes in the minds of the students studying in that department is important in terms of revealing the perspective of the Department.

Purpose of the Study: In this study, it is aimed to analyze the cognitive views of Süleyman Demirel University Health Management Department students regarding “Health Management” Department.

Method: Word association testing was used as a data collection tool in the research. Students who have passed the second half of their bachelor's degree have been given three topic called "Healthcare Management Departments in Turkey", "Healthcare Management Department of Suleyman Demirel University" and "Department of Healthcare Management after Graduation". Also, they were asked to write ten connotations that come to their mind about these issues. Data was collected from 86 students in the study. The participants' answers were transferred to the Microsoft Excel file and subjected to content and frequency analysis.

Findings: When looking at students' answers in the minds of most students of the health management department in Turkey “assignment problem” (48), “unemployment” (29), “the hospital director” (28), “hospital” (28), and “management” (16) has connotations. The second subject, Suleyman Demirel University Health Management Department, is “Ramazan Erdem” (50), “assignments” (22), “leadership” (21), “Nezihe Tüfekçi” (20) and “presentations” (19). The health management department graduation after the students "academic career" (70) "unemployment" (67) "KPSS" (53) "private sector" (39) and the "job" (34) serves connotations. As can be seen, students are concerned about finding employment, unemployment and appointment for both the department they study and other health management departments in Turkey.

Keywords: Department of Health Management, word association test, students

Presentation Language: Turkish

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INVESTIGATION OF MULTIDIMENSIONAL PERCEIVED SOCIAL SUPPORT AND CORONAVIRUS ANXIETY

Sümeyye ÖZMEN [1]
Okan ÖZKAN [2]
Özlem ÖZER [3]
Fatih BUDAK [4]

ABSTRACT

The Problem of Research: The coronavirus outbreak has affected the whole world as an important infection problem. Studies in the literature show that coronavirus causes anxiety, stress and depression in individuals.

Purpose of the Study: This study aims to examine the effect of multidimensional perceived social support on coronavirus anxiety; to reveal whether the perception of multidimensional social support and coronavirus anxiety changes according to various socio-demographic characteristics.

Method: This study is descriptive. The universe of the study consists of individuals aged 18 years and older living in Turkey. The convenience sampling method was adopted in the study in which 802 individuals participated. The data were collected on June 3, 2020, between 13:30-24:00, via a questionnaire created on Google Form.

Findings: According to the results obtained from the study, it was determined that the coronavirus anxiety levels of the participants were low, and the perceived social support levels were moderate. According to the correlation analysis results, negative and low-level relationships were found between coronavirus anxiety and the family and friend dimensions of multidimensional social support. According to the results of the regression analysis, multidimensional social support explains 3.3% of the total variance on coronavirus anxiety. In the regression model, examining the t-test results regarding the significance of the regression coefficient, it was seen that the increase in the perceptions of the participants about the family and friends dimension decreases coronavirus anxiety levels statistically. In the study, it was also identified that the participants' *family* dimension scores showed statistically significant differences according to age, marital status, and education level; their *friend* dimension scores according to having a chronic disease and their education level; their *significant other* dimension scores according to age and marital status; and their *coronavirus anxiety* scores according to gender, age and having a chronic disease.

Conclusion: It is thought that the high level of anxiety due to uncertainty and fear caused by coronavirus decreases with the normalization process. It can also be stated that physical, mental and social support services offered by the community increase the perception of social support.

Keywords: Coronavirus Anxiety, Social Support, Turkey

Presentation Language: Turkish

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NURSING MANAGEMENT

WITHIN THE SCOPE OF NURSE MANPOWER PLANNING IS WORKLOAD ANALYSIS STUDY PECULIAR TO UNIT

Öznur GÜVENDİ ORUÇ¹

ABSTRACT

Problem of Research: To prove to the senior management by means of the collected data that the nursing services specific to the pediatric emergency clinic that the supply does not meet the demand and is inadequate.

Purpose of the Study: In this pilot study, it is aimed to make unit-specific workload analysis related to nurse manpower needs.

Method: A two-stage study was carried out to achieve the aim of the study. The first step of this study was performed by using a patient classification system in the blood collection and injection unit of the pediatric emergency clinic, and the second step was carried out with a cross-sectional examination using the retrospective method from the nursing records kept in the pediatric emergency observation room.

The data of this study were obtained from the cases of one week in a pediatric emergency department of an education and research hospital in Istanbul in 2012.

Findings: In the first step of the study, it was determined that three patient types for blood collection process, two patient types for injection process and an average of 400 to 500 patients per day applied to these units. The average time spent on patient classification types in one day was calculated in minutes, and a sample calculation was made describing the necessity of two nurses to work instead of one per shift in the unit.

In the second stage, in the pediatric emergency observation unit where three nurses worked per shift, patient groups based on the medical model were evaluated in terms of the time spent within the scope of nursing services provided. According to the nursing records, it was clearly seen that the need for nursing staff for the pediatric emergency observation unit was very high and that the services provided by the existing staff were quite insufficient to meet the supply-demand rates.

Keywords: Nursing Management, Nurse Manpower, Manpower Planning, Workload Analysis, Pediatric Emergency

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CLINICAL GOVERNANCE CLIMATE IN HEALTHCARE PROFESSIONALS

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ABSTRACT

The Problem of the Study: Clinical governance is one of the important factors related to providing clinical care, which has a priority in the safety of patients and employees. It is defined as continuing the quality improvement studies in health services, reaching the standards to improve clinical care and providing the necessary administrative substructure for the protection of these standards. Nurses and physicians play a key role in the implementation of clinical governance in healthcare.

The Purpose of the Study: In this study, it was aimed to determine clinical governance climate of nurses and physicians, and which affect their personal characteristics.

Method: The data of this descriptive and cross-sectional study were collected from 161 volunteer physicians and nurses who work in a public hospital in Istanbul using an eight-question personal information form and a clinical governance climate scale. Descriptive comparison analyzes were used with the SPSS 21.0 software package to evaluate the data.

Findings: The mean score of scale was found to be 184.17 ± 21.19 in the nurses participating in the study and 185.44 ± 46.45 in physicians. When the scale total and sub-dimensions with personal information are compared, in physicians; while age, marital status and duration of professional experience with “Crime and Punishment” sub-dimension were statistically significant ($p < 0.005$); in nurses, age and education with “Crime and Punishment” sub-dimension, duration of professional experience with “Organizational Learning” and “Education and Development Opportunities” sub-dimensions were found statistically significant ($p < 0.001$).

Results: Physicians and nurses have a climate that supports moderate clinical governance; different personal characteristics have an effect on the scores obtained in different sub-dimensions in physicians and nurses. It is recommended to carryout studies on wider samples and organizational behavior issues among healthcare professionals with “clinical governance”, which is a new concept in the national literature.

Keywords: Governance, Governance Climate, Clinical Governance Climate, Healthcare Professionals.

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EFFECTS ON PATIENTS AND EMPLOYEE SAFETY CULTURE THE STRUCTURAL AND PSYCHOLOGICAL STRENGTHENING OF SURGICAL NURSES

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ABSTRACT

Problem of Research: Healthcare is indispensable for human life and the provider of healthcare is the person himself. Empowering nurses, which constitute the most important element of the workforce in the sector, to work effectively and efficiently, is essential for patients, healthcare institutions and society, as well as benefits for the employee.

Purpose of the Study: This research was carried out to determine the effect of structural and psychological strengthening of surgical nurses on patient and employee safety culture.

Method: The universe of this research, which is a relational and cross-sectional type, was comprised of 187 nurses working in the surgical clinics and operating rooms of two separate public hospitals operating in Istanbul between 06 January-24 February 2020. It was aimed to reach the whole universe by not going to the sample selection. However, 34 nurses were excluded because of the shift working system and reasons of being on leave and not wanting to participate in the research. The research was carried out with 153 participating nurses. The data of the research were collected by the survey method with the "Introductory Information Form", Structural Strengthening Scale, Psychological Strengthening Scale, Patient Safety Culture Scale and Employee Safety Culture Scale, which were created by the researchers in line with the literature. SPSS 25.0 statistical software was used to evaluate the data. Continuous variables were expressed as mean \pm standard deviation, categorical variables as numbers and percentages. Kolmogorov-Smirnov test was used to evaluate whether the distribution of variables was normal. Variables with normal distribution in statistical comparisons; Independent two sample t test and One Way ANOVA tests for more than two variables, variables not showing normal distribution; Kruskal Wallis, Mann-Whitney-U and Spearman's correlation tests, regression analysis to test hypotheses were used. $p < 0.05$ was considered statistically significant.

Findings: The total score average of Structural Strengthening Scale of the surgical nurses participating in the study was $3.36 \pm .49$ as good level, the total score average of the Psychological Strengthening Scale was $5.13 \pm .09$, and the mean score of the Patient Safety Culture Scale was $3.12 \pm .29$. It was determined that the average of the total score of the Employee Safety Culture Scale was $3.56 \pm .54$ and a good level. When the relationship between factors affecting the empowerment and safety culture of nurses and the total score of the scale is examined; weekly working hours are effective in strengthening, and empowerment is lower in those working more than 40 hours a week compared to other nurses and there is a significant difference ($p < 0.05$), and the perception of patient and employee safety culture is significantly different between those who have received training on patient and employee safety. It revealed. As a result of the regression analysis between the Structural Strengthening Scale and the Psychological Strengthening Scale sub-dimensions and the patient and employee safety culture sub-dimensions, a significant and positive relationship was found between them ($p < 0.05$). Structural and psychological strength of nurses perceived patient and employee safety perceptions. It was determined to affect. In line with these results, it can be said that surgical nurses who have a high perception of structural and psychological empowerment will have high job satisfaction, negative emotions and behaviors will decrease and thus they can provide safer health services. Surgery nurses may be offered regular strengthening programs in every health institution.

Keywords: Structural and Psychological Strengthening, Surgical Nursing, Employee Safety, patient safety

Presentation Language: Turkish

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THE EFFECT OF COVID-19 PANDEMIC ON CHILDREN AND NURSING CARE

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ABSTRACT

The pandemic, which is defined as a global outbreak, has spread to many countries and affected many people. Today, the most recently described pandemic is the COVID-19 pandemic. COVID-19 is a disease that can affect any age group. Although children are reported to have less infection, they should be handled especially, due to the need for adult care and immature immune systems. Besides the physical effects of the disease, it caused changes in daily life and caused children of different age groups to experience several multidimensional problems. These problems can be listed as infection of a child or family member with COVID-19, cessation of childcare, cessation of breastfeeding, suspension of immunization programs in risky areas, closing educational institutions, restriction of playgrounds. Child health and diseases nursing initiatives play a key role in overcoming the negative effects of pandemic on children and parents. While pediatric nurses continuing nursing care and treatment in clinics, they are also supporting the children and families with regard to the development period and needs of the child. With this review, it is aimed to present information about the effects of COVID-19 pandemic on children, breastfeeding and immunization applications during pandemic period, care needs of children and pediatric nursing care.

Key Words: Children; Pandemic; Pediatric Nursing; COVID-19

ÖZET

Küresel bir salgın olarak tanımlanan pandemi kıtalar arası yayılım göstererek birçok insanı etkilemiştir. Günümüzde en son tanımlanan pandemi COVID-19 pandemisi. COVID-19 hastalığı her yaş grubunu etkileyebilen bir hastalıktır. Çocukların enfeksiyona daha az yakalandığı saptansa da yetişkin bakımına ihtiyaç duymaları ve immatür bağışıklık sistemleri nedeniyle özel olarak ele alınmaları gereklidir. Hastalığın fiziksel etkilerinin yanında günlük hayattaki değişikliklere yol açması değişik yaş grubundaki çocukların farklı ve çok boyutlu sorunlar yaşamalarına neden olmuştur. Bu sorunlar; çocuğun ya da yakınlarının enfekte olması, sunulan bakımın aksaması, emzirmenin bırakılması, riskli bölgelerde bağışıklama programlarının askıya alınması, eğitimin durdurulması ve oyun alanlarının kısıtlanması olarak sıralanabilir. Pandeminin olumsuz etkilerinin aşılmasında çocuk sağlığı ve hastalıkları hemşireliği girişimleri, çocuklar ve ebeveynler için anahtar role sahiptir. Çocuk hemşireleri kliniklerde bakım ve tedaviyi sürdürürken aynı zamanda çocuk ve ailesine çocuğun gelişim dönemi ve ihtiyaçlarına yönelik destek olmaktadır. Bu derleme ile COVID-19 pandemisinin çocuklar üzerindeki etkilerine, pandemi döneminde emzirme ve bağışıklama uygulamalarına, çocukların bakım gereksinimlerine ve hemşirelik bakımına ilişkin bilgilerin sunulması amaçlanmıştır.

Anahtar Kelimeler: Çocuk; Pandemi; Çocuk Hemşiresi; COVID-19

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Giriş

Dünya, insanlık tarihi boyunca, yaşam biçimi değişikliğinden toplumların yok olmasına kadar varabilecek ciddi siyasi, küresel, sosyoekonomik sonuçları olan salgınlara ev sahipliği yapmıştır. Küresel bir salgın olan pandemi ise, bir hastalığın tüm popülasyona, ülkeler veya kıtalar arasında yoğun ve sürekli yayılımı olarak tanımlanmaktadır. Veba, HIV/AIDS, İspanyol gribi, Asya Gribi, kolera, tifüs, ebola, SARS, Influenza A H1N5, Influenza A H1N1, MERS, Influenza A H7N9, zika bugüne kadar pandemi olarak kabul edilen hastalıklar olup ailenin son üyesi ise koronavirüs SARS-CoV-2 hastalığıdır (COVID-19) (Türkiye Bilimler Akademisi [TÜBA], 2020). COVID-19 dünya üzerinde ilk kez Çin'in Wuhan şehrinde Aralık 2019 tarihinde görülmüş, hızla Çin'in dışına çıkarak tüm kıtalara yayılım göstermiştir (She, L Liu ve W Liu, 2020). Durumun ülkelere ve kıtalara yayılımı sonucu Şubat 2020'de salgın Dünya Sağlık Örgütü (DSÖ) tarafından bir pandemi olarak ilan edilen "COVID-19" (Karcıoğlu, 2020; Yücel ve Görmez, 2019), Nisan 2020 tarihi itibarıyla en yüksek mortaliteye ulaşmış ve halen etkilerini sürdürmektedir (TÜBA, 2020).

Günümüzde COVID-19 mücadelesine benzer şekilde, çeşitli dönemlerde farklı sağlık problemleri ve salgınlara mücadele edilmiş, her dönemde hastalığa müdahaledeki sağlık uygulamaları ve bakım hizmetleri dönemin koşulları ve özellikleri çerçevesinde şekillenmiştir (Söyler, 2017). Özerkliği ve gücünü bakım hizmetlerinden alan hemşirelik mesleği (Taylan, Alan ve Kadioğlu, 2012), her zaman mücadele sürecinin merkezinde bulunmuştur. Hastalıklarla mücadelede ve sağlığın sürdürülmesinde, hemşireler her yaş grubundan bireye hemşirelik bakımı sunarlar. Bunlardan biri de hassas bir grup olan çocuklardır.

Çocuklar pandemi nedeniyle çok boyutlu sorunlar yaşayabilmektedirler. Pandemi sürecinde çocukların kendisinin ya da ebeveynlerinin hasta olması ile direkt ya da dolaylı olarak bakım gereksinimlerinin karşılanamaması, yeterli duygusal desteğin sağlanamaması, emzirmenin ve bağışıklama uygulamalarının aksaması söz konusudur. Ayrıca çocuklar pandemi sürecinde getirilen kısıtlamalar ve karantina önlemleri nedeniyle oyun alanlarının kısıtlanması, arkadaş iletişimi ve sosyal etkileşimin azalması, okula gidememe, ev ortamında gerginliklerin artması, ekonomik kayıpların oluşması gibi pek çok psikososyal sorunla da karşılaşabilmektedir. Çocukların virüsten korunmak için yetişkin desteğine ihtiyaç duyan özel bir grup oldukları ve COVID-19 enfeksiyonunun çocuklarda çok boyutlu etkilere yol açtığı düşünüldüğünde pediatrik hemşirelik bakımının önemi artmaktadır. Bu derlemede COVID-19 pandemisinin çocuklar üzerindeki olumsuz etkilerine, pandemi döneminde emzirme ve bağışıklama uygulamalarına, çocukların bakım gereksinimlerine ve hemşirelik yönetimine ilişkin bilgilerin sunulması amaçlanmıştır.

Yenidoğanda COVID-19

Yenidoğan dönemi doğumdan sonraki ilk 28 günü kapsamaktadır. Bu dönem yenidoğanın intrauterin yaşamdan ekstrauterin yaşama adaptasyonu, yaşama tutunmanın ilk günlerini içerdiği için oldukça önemli bir dönemdir. Yenidoğan döneminde görülen enfeksiyonlar bağışıklık sisteminin immatür olması nedeniyle olumsuz sonuçlar doğurabilmektedir (Conk, Başbakkal, Bal Yılmaz ve Bolışık, 2013). Yapılan çalışmalarda, yenidoğanların ve küçük yaş grubunda yer alan çocukların immün sistemlerinin yeterince gelişmemiş olduğu bu nedenle COVID-19 enfeksiyonunda daha fazla risk altında olduklarını belirtmektedir (Dong vd, 2020; Shen vd, 2020). COVID-19 enfeksiyonun maternal geçiş göstermesine yönelik kanıt olmadığı yapılan sistematik araştırmalar sonucu ortaya konmuştur (Kallem ve Sharma, 2020; Zaigham ve Andersson, 2020). Ancak COVID-19 pozitif tanı ve semptomları olan gebelerin daha yüksek oranda preterm doğum eylemi gerçekleştirdiği açıklanmıştır (London vd, 2020). Preterm doğumun yenidoğan için riskleri ve yenidoğanın bağışıklık sisteminin yeterince gelişmemiş olduğu düşünüldüğünde bu dönem özel bakım gerektirmektedir.

Bütün şüpheli ve tanılanmış enfeksiyonu olan yenidoğanlar, yoğun bakım ünitesinde ayrı odalarda takip edilmektedir. Bu bebeklere açık yatak önerilmemektedir, kuvöz içinde tedavi ve takibi yapılmaktadır. Standart temas ve damlacık izolasyonu önlemlerine ek olarak, bebeğin muayenesinde, bakımda ve takibinde kullanılan tüm malzemeler bebeğe özel olmalıdır (Ovalı, 2020). Diğer yandan yenidoğan yoğun bakım ünitesinde tedavisi gerçekleştirilen bebeklerin anneleri, bebeklerinden ayrı kaldıkları için endişe ve stres gibi duyguları yoğun olarak yaşayabilirler (Ovalı, 2020). Aile merkezli bakım çerçevesinde, çocuk sağlığı ve hastalıkları hemşireleri anneleri destekleyebilir, ileri durumlarda psikolojik destek almaya yönlendirebilirler.

Pandemide Emzirme

Bilimsel kuruluşlar COVID-19 pandemisinde anne sütü ile beslenmenin önemine dikkat çekmektedir. Yenidoğan ve bebekler için anne sütünden yoksun kalmanın risk oluşturacağı, bu dönemde anne sütündeki bağışıklık sağlayıcı bileşenler ve koruyucu proteinlerden faydalanmanın gerekliliği vurgulanmaktadır. Annenin pozitif tanı birey ile teması söz konusu ise anne; emzirirken ya da süt sağarken maske takmalı, emzirme öncesi hijyen kurallarına uyararak ellerini yıkamalı, ortamı sık sık havalandırmalı, giysilerin 60-90 derecede yıkanmasını sağlamalı, aynı zamanda sıvı tüketimine, beslenmesine ve uyku düzenine dikkat ederek kendi sağlığını güçlendirmelidir. Hastanede tedavi gören pozitif tanı anneler için de bebeklerini anne sütüyle beslemesi önerilmektedir. Bu emzirme süreci bebek klinikte iken sağlık ekibinin değerlendirmesiyle uygulanmaya

başlanmalıdır. Eğer anne ve bebeği beraber karantinada tutulacaksa annenin hijyen kurallarına özenle uyması, bebeği ile temasının minimum düzeyde olması ve bebeğin yatağının annenin yatağından en az 2 metre uzaklıkta olması sağlanmalıdır. Sağlık ekibi anne ve bebeğin geçici olarak ayrılmasını uygun gördüğü durumlarda ise sağlanmış süt ile bebeğin beslenmesi sürdürülmelidir. Her durumda anneye verilen ilaçların anne sütünü etkileme düzeyi ve güvenliği kontrol edilmelidir (Academy of Breastfeeding Medicine, 2020; Centers for Disease Control and Prevention [CDC], 2020; DSÖ, 2020).

Çocuk sağlığı ve hastalıkları hemşirelerine bu noktada önemli görevler düşmektedir. Hemşirelik bakımının bir parçası olarak, anne sütünün koruyuculuk açısından önemi ve anne sütünden yoksun kalmanın riskleri aileye mutlaka anlatılmalı, hijyen önlemleri alınarak ve sosyal mesafe korunarak emzirmeye teşvik için anne ve tüm ebeveynler desteklenmelidir.

Pandemide Bağışıklama ve Aşılar

Halk sağlığı müdahalelerinin sonucu olarak aşılamanın en başarılı ve etkili bağışıklama yöntemi olduğu anlaşılmıştır. COVID-19 pandemisi süresinde ise 37 ülkede 117 milyondan fazla çocuğun aşılama programlarının askıya alınması sonucu, mevcut bağışıklamanın olumsuz etkilenebileceği açıklanmıştır. Pandeminin başlamasından bu yana birçok ülkede kızamık aşısı kampanyaları ertelenirken, ülkemizde ise aşı programlarına önlemler çerçevesinde devam edilmektedir. Pandemide riskli kabul edilen bölgelerde durdurulan aşılama programlarının, çocukların ve kırılgan toplumların aşılama hizmetinden kalıcı olarak mahrum bırakılmaması gerektiği belirtilmiş, bağışıklık açığını önlemek amacıyla yerel, ulusal ve uluslararası düzeyde harekete geçme çağrısı yapılmıştır (CDC, 2020; UNICEF, 2020).

Hemşireler bağışıklamanın sağlanmasının yanında, toplumu aşılamanın önemi konusunda bilgilendirmekten, çocukların tüm aşılarının güncel olarak takip edilmesinden ve hatırlatılmasından sorumlu, tüm sağlık merkezlerinde en önemli role sahip sağlık profesyonelleridir (Callister, 2019; Bramley, Bresee ve Finelli, 2009; Michael, Helm, Van Graafeiland, Malinoski ve Bauman; 2009). Dolayısıyla, bağışıklanmayan çocukların ilerleyen dönemlerde hasta olmalarını engellemek için aileyi bilgilendirmek ve bağışıklı sağlanmayan hastalıkların çocuklar üzerindeki olumsuz hatta ölümcül etkilerini açıklamak, aşılarda ilgili soru işaretlerini gidermek, bağışıklanmadığı için hastalan çocukların erken dönemde tanınması ve tedavi edilmesi için aile yakın temasta bulunmak çocuk sağlığı ve hastalıkları hemşirelerinin gerçekleştirebileceği uygulamalardır.

Çocukluk Döneminde COVID- 19 ve Etkileri

Çocukluk dönemi yaş ve gelişim özellikleri açısından alt dönemlere ayrılrsa da, Çocuk Hakları Sözleşmesi'ne göre 18 yaşına kadar her insan çocuktur (UNICEF, 2004). Bu dönem yaşamın 0-18 yıllarını kapsamakta olup, çocuğun zihinsel ve bedensel olarak büyüüp gelişerek yetişkinliğe hazırlandığı özel bir dönemdir (Toran, 2012). Pandemi sürecinde virüs çocuklarda yetişkinlere oranla daha az görülmekte olup çocuklar enfeksiyonun direk bulaşı ya da ebeveynlerinin hasta olması ile dolaylı olarak etkilenmektedir. Çin'de bildirilen pediatrik vakalarda, çocukların aile içi temasla enfekte oldukları, çapraz enfeksiyon açısından riskli bir grup olduğu belirtilmektedir (Dong vd, 2020; She vd, 2020). Çocuklarda aile içi temas yoluyla bulaş olabileceği gibi okuldan veya toplumdaki bulaş olabilmektedir. Damlacık yoluyla bulaşın yanı sıra oyuncaklar, kapı kolları ve ortak kullanılan objeler de çocuklar için bir bulaş şekli olabilmektedir (Cao, Y. C Chen, C. L Chen ve Chiu, 2020).

Çocuklarda hastalık asemptomatik seyredebileceği gibi, ateş, kuru öksürük, solunum güçlüğü, yorgunluk, kusma, ishal, baş ağrısı gibi semptomların görülmesiyle de gelişebilir. Enfekte olan çocukların büyük bir kısmının hafif ya da orta düzey semptomlar yaşadığı (Dong vd, 2020; Ovalı, 2020) ve çocuklarda bulgularının tipik olmadığı ve değişiklik gösterebileceği belirtilmiştir (Türkiye Solunum Araştırmaları Derneği, 2020). Hastalığın, çocuklarda yetişkinlere göre neden daha hafif seyrettiği ise merak konusu olmuş ve bu konuda farklı görüşler öne sürülmüştür. Çocukların virüse maruziyetinin daha sınırlı olabileceği, SARS- CoV-2'nin ACE2'yi reseptör olarak kullanması ve ACE2'nin çocuklardaki olgunluğunun ve işlevinin daha düşük olması, çocukların kışın sıklıkla solunum yolu enfeksiyonu geçirmeleri nedeniyle virüse karşı yüksek antikor düzeylerine sahip olabileme ihtimalleri bu görüşler arasındadır (Dong vd, 2020; Zhang vd, 2020). Çin'de pediatrik vakalar üzerine yapılan bir araştırmada, kritik vakaların oranının bir yaşından küçük çocuklarda yoğunlaştığı ve çocukların enfeksiyona karşı savunmasız olduğu sonucuna ulaşılmıştır (Dong vd, 2020). Bir yaşından küçük çocuklar koruyucu ekipmanları kullanmadıkları ve dolayısıyla kendilerini korumada ebeveyne ya da bakım verenlerine bağımlı olduklarından özel koruyucu önlemler ve bakım gerektirir. Çocuğun bakımını sağlayan birey hem çocuğa hem kendine maske takmalı, çocuk ile yakın temastan önce ellerini yıkamalı, oyuncakları ve çocuğun sık dokunduğu nesnelere sterilize etmelidir (Wei vd, 2020).

Çocuklar hastalık, kayıp, salgın gibi stresli durumları kavrayabilseler de salgın ve daha büyük ölçekli olan hayatı durma noktasına getiren pandemiler gibi olağandışı ve acil durumlarda durumu kavrayamayabilir ya da içinde buldukları büyüme gelişme döneminin özelliklerine göre psikososyal zorluklar ile karşılaşabilirler (Murray, 2006a). COVID-19 nedeniyle örgün eğitimin durdurulması ile eğitim kurumlarının geçici olarak kapanması, çeşitli etkinliklerin iptal edilmesi, arkadaşlardan ayrılma ve hükümet tarafından uygulanan sınırlandırmalar çocukların

stres, endişe, belirsizlik ve korku gibi duyguları daha yoğun yaşamasına neden olabilmektedir (American Academy of Pediatrics [AAP], 2020; UNICEF, 2020).

Alınan tedbirlerle beraber çocuklar eskisi gibi sokaklarda ve parklarda arkadaşlarıyla beraber oyun oynayamamakta, oyun alanları sınırlandırılmaktadır. Oyun etkinlikleri ise küçük çocuklara duygularını ifade etme fırsatı vermekte, stres faktörleriyle daha iyi başa çıkmalarına yardımcı olmaktadır (Yayan ve Zengin, 2018). Yeterince oyun oynayamayan çocuklarda biriken enerjilerini harcayamadıkları ve sosyal etkileşimleri azaldığı için olumsuz etkiler ortaya çıkabilmektedir. Özellikle arkadaşlık ilişkilerinin çok önem kazandığı bir dönem olan ergenlik döneminde ise getirilen kısıtlamalarla sosyal hayatın olumsuz etkilenmesi adölesanların kendilerini mutsuz ve kaygılı hissetmelerine yol açabilir. Tüm bunlar çocukların ve ergenlerin geçici olarak hafif kaygı belirtileri, odaklanma problemleri ve uykusuzluk yaşamalarına neden olabilir. Daha önceden psikiyatrik problemleri olan, travmatik ya da kayıp deneyimleri olan çocuklar ve adölesanlar risk altındadır. Bu bireyler pandeminin olumsuz etkilerinden ruhsal olarak daha fazla etkilenebilir ve bu kişilerde daha ağır belirtiler ortaya çıkabilir (Türkiye Psikiyatri Derneği, 2020). Çocuk sağlığı ve hastalıkları hemşireliği uygulamaları bu bağlamda bütüncül olmalı ve çocuğun fiziksel ihtiyaçları kadar, psikososyal ihtiyaçlarının karşılanması için olanak sunmalıdır.

Pandemide Çocuk Sağlığı ve Hastalıkları Hemşireliği Uygulamaları

Toplumda, doğumdan ölüme, her kesime bakım sağlayan hemşirelik mesleğinin önemli uzmanlık alanlarından biri çocuk sağlığı ve hastalıkları hemşireliğidir. Çocuk sağlığı ve hastalıkları hemşireliği, çocuğun, aile ve toplum içinde bedensel, ruhsal, mental ve sosyal açıdan sağlığını ve esenliğini korumayı, geliştirmeyi ve iyileştirmeyi amaçlar (Çavuşoğlu, 2013; Beytut, Bolışık, Solak ve Seyfioglu, 2009). Çocuk sağlığı ve hastalıkları hemşireleri hastane, okul gibi çocuk ve ailenin bulunduğu her yerde hemşirelik bakımının verilmesinden sorumludur (Teksöz ve Ocakçı, 2014). Aynı zamanda küresel bir sağlık tehdidine karşı hazırlıklı olmada ve aile, eğitim kurumları, sağlık kurumları ve toplumun tamamında tehdit ile mücadelede anahtar role sahiptir (Murray ve Kuntz, 2006).

Çocuk hemşireleri pandemi sürecinde çocuğa gereken işlemlerin yapılması ve işlemin her açıdan gelişim dönemlerine uygun olarak gerçekleştirilmesini sağlamalıdır. Çocuk sağlığı ve hastalıkları hemşireleri, çocuk hastayla sağlık ekibinin diğer üyelerinden daha fazla zaman geçirmesi ile çocuğun tedavisinde gereksindiği bakımın aralıksız sürdürülmesi, durumundaki değişikliklerin tespit edilmesi ve acil bir durumda müdahale edilebilmesi için kritik pozisyonadadır (Ernst, 2020). Çocuk hemşireleri, çocukla temasın her aşamasında çocuğu koruduğu gibi kendini de korumalı ve onlara müdahale ederken enfeksiyondan korunma ve kontrol önlemlerine uymalı, kişisel koruyucu ekipmanları eksiksiz bir şekilde giymeli, standart temas ve damlacık önlemlerini uygulamalı ve uygun izolasyon şartlarını sağlamalıdır (T.C Sağlık Bakanlığı, 2020; Türk Hemşireler Derneği, 2020).

Tedavi edilen pediatrik hastaların taburcu olabilmeleri için; son üç gün yüksek ateşin (>38.3°C) olmaması, istenmeyen solunum bulgularının (solunum sıkıntısı, hırıltılı solunum vb.) giderilmesi, olumsuz akciğer semptomlarının gerilemesi ve en az bir gün arayla iki ayrı RT-PCR sonucunun negatif olması şartları aranır (T.C Sağlık Bakanlığı, 2020; Zhang vd, 2020). Taburculuk planlamasında, hasta ve yakınları taburcu olunan günden başlanarak 14 gün boyunca ev izolasyonu uygulamaları konusunda bilgilendirilmeli (T.C Sağlık Bakanlığı, 2020) ve evde geçirilecek 14 günün çocuğun fiziksel ve psikososyal gereksinimlerini de kapsayacak şekilde aileyle planlanmasına rehberlik edilmelidir.

Pandemiler, enfekte olmuş, tedavi edilen çocukları etkilediği gibi hastalığa yakalanmamış çocukları da etkilemektedir. Bu nedenle çocuk hemşireleri hastalıktan korunma tedbirleri içinde sıkışmış çocuklara ve ailelere içinde buldukları durumu anlamalarına yönelik fırsat vermeli, kendilerini ve ailelerini korumaları için cesaretlendirmeli ve rehberlik etmelidir (Michael vd, 2009; Thorne, 2020). Ailelere ve çocuklara hijyen kuralları, maske kullanımı ve sosyal mesafenin korunması öğretmeli, verilen bilgiler çocukların gelişim düzeylerine göre anlatılmalı, önleme çabalarıyla kaygı ve obsesif kompulsif davranışlarını arttırmamaya dikkat edilmelidir (AAP, 2020; Murray, 2010).

Hemşirelik bakımı sadece fiziksel boyuta yönelik değil, holistik bir yaklaşım ile psikolojik, sosyal ve manevi yönlerle ilişkin uygulamaları da içerdiğinden (Göçmen Baykara, 2014), çocuklara sunulan hemşirelik bakımı da fiziksel, psikolojik, sosyal ve manevi boyutların tümünü kapsamalıdır. Bu bağlamda çocuğun her yönden bütünlüğünü ve iyilik halini hedefleyen çocuk hemşireleri, aile merkezli yaklaşımla çocukların ve ailenin ihtiyaçlarını karşılamalıdır (Shelton 1999, Wong 2003). Pandemi gibi öngörülemeyen dönemlerde, belirsizliği yönetmelerine yardımcı olmak için çocukların önceden kestirebilecekleri bir rutin rahatlatıcı olacağından ebeveynlerin bir düzen oluşturması gerekir. Bu düzenlemede çocuk basit işlerde aktif olarak rol almalıdır. Örneğin gündelik işlere yardım etmeli, ödevlerini aksatmamalı, aile içinde etkinliklere katılmalı, arkadaşlarıyla görüntülü ya da sesli haberleşme kanalları aracılığıyla iletişim kurmalıdır. Ancak çocuklar internet, televizyon gibi iletişim kanallarının endişe verici veya asılsız haberlerinden korunmalıdır. Çocuğun salgın hakkında neler bildiğini öğrenmek, çocuğa doğru bilgileri aktarmak ve yanlış bilgileri düzeltmek çocuk için faydalı olacaktır. Çocuklarla açıklama yapılırken dürüst olunmalı ve gerçekçi olmayan sözlerden kaçınılmalıdır (AAP, 2020; UNICEF, 2020). Ayrıca stresi azaltmak için çocuk ve ebeveynlere solunum egzersizleri ile gevşeme egzersizlerini öğretebilirler.

Çocuk sağlığı ve hastalıkları hemşireleri sadece kliniklerin hızlı trafiğine ve güç çalışma koşullarına kapılmayıp, hem yetişkinlere hem de çocuklara bilgi desteği ve duygusal destek sağlayarak onların hayatlarına dokunabilirler.

Sonuç

Çocuğun sağlığını korumayı, geliştirmeyi ve iyileştirmeyi ilke edinen çocuk sağlığı ve hastalıkları hemşireliği, COVID-19 pandemisinde de klinik ve sosyal düzeyde çocuklara ve ailelerine bakım vermeye devam etmektedir. Çocuk sağlığı ve hastalıkları hemşirelerinin klinik bakım ve psikososyal desteğin yanında, toplumsal yaşamda dikkat edilmesi gereken hususlar, emzirme ve aşılama konularında eğitici rollerinin ışığında çocukların, ebeveynlerin ve toplumun bilinçlenmesini sağlayabilmeleri mümkündür. Bu doğrultuda çocuk hemşirelerinin klinik bakımla beraber çocuklara ve ailelere; psikososyal destek sağlaması, hayatlarını düzenlemeleri için öneriler sunması, emzirme-bağışıklama gibi konulara dikkat çekmesi ve bilgi eksikliği yaşanan konularda güveniler bilgilerin sunulması önerilir.

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**A STUDY ON MEASURING THE IMPACT OF ORGANIZATIONAL
COMMITMENT ON JOB SATISFACTION OF NURSES**

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ABSTRACT

Problem of Research: Organizational commitment is a concept that includes the concepts of affective commitment, continuance commitment and normative commitment regarding the commitment of nurses to their organizations. It is thought that high organizational commitment can provide organizational and individual job efficiency, quality and job satisfaction. Job satisfaction, on the other hand, is a concept consisting of internal satisfaction, external satisfaction and general satisfaction dimensions, which touches on the extent to which the results of the work are satisfied and satisfy the employees of the organization.

Purpose of the Study: The purpose of this study is to measure the effect of organizational commitment of nurses on job satisfaction and the level of this effect.

Method: The population of the study consists of 250 nurses working at Isparta City Hospital and Süleyman Demirel University Hospital, and no sample selection was made from the population. Before the study started, the necessary permissions were obtained and the data were collected by face-to-face interview method and a questionnaire was applied to the participants by quantitative method. Each statement in the surveys was evaluated with a 5-point Likert Scale, and the Organizational Commitment Scale of Meyer and Allen was used to measure organizational commitment, and the Minnesota Job Satisfaction Scale to measure job satisfaction.

Findings: With the regression analysis method, the effects of organizational commitment on job satisfaction have also been determined and as a result of the research, increasing the organizational commitment of nurses will increase their job satisfaction levels, low organizational commitment and job satisfaction may have negative consequences, and the high level of organizational commitment and job satisfaction will result in positive for organizations and nurses. As a result of the findings obtained, it was concluded that the organizational commitment of the nurses in the health organizations should be increased and the efficiency of the organization would increase with the high level of job satisfaction.

Keywords: Organizational Commitment, Affective Commitment, Continuance Commitment, Normative Commitment, Job Satisfaction.

Presentation Language: Turkish

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NURSING CARE IN COVID-19: A CASE REPORT

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ABSTRACT

The pandemic process started in Wuhan City, Hubei Province of China with cases of pneumonia of unknown aetiology has continued with World Health Organization's (WHO) declaration of the coronavirus outbreak a "Public Health Emergency of International Concern" and the naming of the disease caused by the novel coronavirus as Coronavirus Disease-19 (COVID-19). Declared a pandemic, morbidity and mortality rates relating to the COVID-19 infection are increasing day by day. The origin of the virus remains unclear and the most important characteristics of the virus are that it spreads person-to-person very fast through aerosol droplets and touching, thereby resulting in affecting masses in a short span of time. COVID-19 damages several organs such as, the brain, the kidneys, the liver, and especially the lungs. In adults, the clinical picture may vary from common cold to bronchitis, pneumonia, severe acute respiratory syndrome, and fatal multiple organ dysfunction. Besides the clinical picture, it also affects people socially, professionally, economically, and psychologically. As in many outbreaks, nurses have many important roles during COVID-19 pandemic as well such as providing proper care, proper medical attention, and necessary psychosocial support, educating patients and patients' relatives, protecting patient rights, and promoting proper healthy behaviours. As not fully known yet, in this disease, nursing care together with the treatment is highly important for the comfort of the patient and the quality of life. To be able to conduct a systematic and scientific approach to nursing care, nursing process must be applied together with a nursing model since it is based on nursing models. Nursing Model Based on Activities of Daily Living (NMADL), one of the most commonly used models in nursing education and practices, systemises and categorises activities of living and indicates how independent a solitary individual is to accomplish these activities. It is thought that to assess a COVID-19 patient in accordance with NMADL, in other words, to give patient care following the nursing diagnoses, attempts, and outcomes, will contribute to the patients' symptom control, living activities, adaptation, comfort, and care to increase quality of life, and will serve as an example to the application of nursing process.

Key Words: Nursing, Nursing Care Management, Coronavirus, COVID-19, Activities of Daily Living

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CRISIS MANAGEMENT OF NURSING SERVICES IN HOSPITALS DURING THE COVID-19 PANDEMIC: A CASE STUDY

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ABSTRACT

Problem of Research: The COVID 19 pandemic, which has influenced all the world, left the health system facing a major crisis globally in the century when medical information and technologies were at the most advanced level, and it is seen that managers played an important role in managing this crisis in hospitals. Crisis management requires a team approach starting from top management and involving all units in the institution. This crisis has affected all levels of management of hospitals and has significantly affected the management of nursing services working on the front lines in the fight against the pandemic. The decisions and practices taken by nursing services management during the crisis with these rapidly changing dynamics directly affect the results of the quality of patient care, employee health and safety.

Purpose of the Study: The aim of this study is to explain and evaluate the methods, decisions and practices used by Nursing Services senior management of a private group of hospitals during the pandemic process as an example of practice.

Findings: In this process, an effective crisis management was carried out that serious cooperation and coordination with the Ministry of Health, other institutions, units and professional members were carried out, effective and fast information flow was provided, strategies are constantly updated according to variable conditions by evaluating every aspect of the process with crisis management teams. In addition, it was seen that appropriate personal protective equipment focused on employee health and safety was provided, continuous training was conducted within the framework of infection control, manpower plans were made that would not risk patient and employee safety and quality, safe patient care was provided under the leadership of team of experienced qualified nurses.

Sonuç: During the crisis of the COVID-19 pandemic, the nursing services crisis management process in a private group of hospitals was examined, and the importance of displaying a proactive, transparent management style that provided accurate and rapid information flow was put forward and suggestions were made.

Keywords: Crisis management, pandemic, COVID-19, nurse, nursing services management

Presentation Language: Turkish

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EMERGENCY MEDICAL SERVICES AND DISASTER MANAGEMENT

**EVALUATION OF NATIONAL THESIS STUDIES PUBLISHED IN TURKEY ON
"NATURAL DISASTERS": NURSE SAMPLE**

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ABSTRACT

Aim: In this study, it is aimed to examine bibliographic characteristics of the studies about basic competencies and perceptions of nurses in natural disaster situations in National Thesis Center and to determine the similarities and dissociations reported in the research results.

Method: In this study, a total of 10 studies that were performed in the nurse sample in the national thesis center, and using 'natural disaster' and 'nurse' keywords were included in the study.

Results: As a result of the analysis, it was found that most of the studies were carried out 2019 (n: 7) . The most of the work was conducted in Istanbul province (n=3), in the hospitals of the Ministry of Health (n=5). When the studies are examined, it was detected that generally the scale was used and the most frequently used tool were "Basic Competencies Scale of Nurses' Disaster Preparedness" (n=4) developed by Çelik (2010) and "Nurses' Disaster Preparedness Perception Scale" (n=4) developed by Özcan (2013). 70% of the studies are descriptive-correlational (n=7). The researches mostly include the opinions of nurses on their perception and adequacy of preparedness for disasters and findings on comparison with socio-demographic characteristics.

Conclusion: In the studies carried out, it is seen that the nurses consider themselves moderately adequate in case of natural disasters and that education is needed. In addition to this, it is striking that there is no study revealing the perception of adequacy or preparedness of nurses in natural disasters with the sample of nurses working in public hospitals, private hospitals, and university hospitals. The studies focus on the training and knowledge of the participants about disasters, and studies with larger samples including corporate disaster management information are needed.

Keywords: Bibliographic review, Disaster, Nurse

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Oturum	6. Dijital Oturum: Emergency Medical Services and Disaster Management	Sunum Günü	09 Temmuz 2020
Oturum Başkanı	Prof. Dr. Saime ŞAHİNÖZ	Sunum Saati	15.50 – 17.20

THE ASSESSMENT OF TURKEY'S PREVALENT VULNERABILITY TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM¹

Ünal YAPRAK²
Turgut ŞAHİNÖZ³
Saime ŞAHİNÖZ⁴

ABSTRACT

The Problem of the Study: Vulnerability; It can be defined as conditions determined by physical, social, economic and environmental factors or processes that increase the sensitivity of a society to the effects of hazards.

The Purpose of the Study: The aim of this study is to determine vulnerability indexes of the provinces of Turkey and to determine the current situation and deficiencies of these provinces against disasters and to guide the decision makers.

Method: The study was prepared with a semi-numerical method. The study covers the period 2015-2017 and it has been applied to all provinces of Turkey. Prevalent vulnerability index (PVI) consists of 24 sub-factors and the index value is between 0 and 1. Classification of index values was done according to international standards as follows; between 0-0.20 as low, between 0.20-0.40 as medium, between 0.40-0.80 as high and between 0.80-1.00 as very high.

Findings and Results: The first four provinces with the highest index average for 2015-2017 are Şanlıurfa (0.55), Şırnak (0.54), Mardin (0.50) and Diyarbakır (0.50). The provinces with the lowest value were Trabzon (0.30), Artvin (0.30) and Rize (0.30). In addition, 40.74% of our provinces were in the high vulnerability category, while 59.26% were in the medium index category. Therefore, there were no provinces in the low index category. As a result, it was remarkable that in the national area, the less developed regions or provinces of our country were in a worse position than the other provinces in terms of vulnerability. Therefore, the realization of the necessary investments and projects in these regions will help to eliminate or reduce the damages caused by disasters.

KeyWords: Disaster, Risk, Vulnerability, Vulnerability Index.

¹ Bu çalışma Ünal YAPRAK'ın Dr. Öğr. Üyesi Turgut ŞAHİNÖZ'ün danışmanlığında yürütülen doktora tezinden üretilmiştir.

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Oturum Başkanı	Prof. Dr. Saime ŞAHİNÖZ	Sunum Saati	15.50 – 17.20

INVESTIGATION OF TUBERCULOSIS NOTIFICATIONS IN OUR COUNTRY IN TERMS OF DISASTER MANAGEMENT

Nahsan KAYA [1]
Turgut ŞAHİNÖZ [2]

ABSTRACT

Problem of the Study: With this study, hazard and risk analyzes were done by evaluating the tuberculosis disease that caused or may cause disasters in the society, considering the current conditions of the world and our country, the applicability of the notification system and early response systems in case of exposure to this type of disaster were discussed and a vision has been drawn about tuberculosis disease that may affect humanity and the disaster it can cause.

Purpose of the Study: This research is planned to examine the tuberculosis cases that our country has been exposed to in the recent past (1956 - 2017) and to provide guidance on what to do in order to minimize the harms of a possible epidemic in the future.

Method: This study is a descriptive study. The data of the research was obtained from the statistics annuals published by the Ministry of Health between the years 1956-2017 with record screening method. Statistical evaluations were made by computer. The number of tuberculosis cases was proportioned to the population of the country in the year, and the number of cases (incidence) proportioned to the population was calculated. In addition, ten-year case averages and incidences were calculated and comparisons were made between years.

Results: The total number of tuberculosis cases reported between 1956 and 2017 was 1619779, the average annual number of cases was 26125 and the average incidence rate was 51 (one hundred thousand). When the data are analyzed, the period with the highest ten-year average is between 1960 and 1969. It was determined that the average number of cases per year was 48264 and the incidence rate was 156 between these years. It was determined that the incidence of tuberculosis decreased to 69 per hundred thousand in the 1970s, to 56 per hundred thousand in the 1980s and gradually decreased in the following decades. It has been determined that this number has decreased to 18 in the recent years (between 2010 and 2017). By 2017, the incidence decreased to 15 per hundred thousand (11821 cases reported) and the trend was downward. It is recommended to increase the level of public awareness by making necessary training about the fight against tuberculosis.

Keywords: Disaster Management, Tuberculosis, Surveillance, Tuberculosis Surveillance

Presentation Language: Turkish

¹ Bu çalışma Nahsan Kaya'nın Dr. Öğr. Üyesi Turgut ŞAHİNÖZ'ün danışmanlığında yürütülen yüksek lisans tezinden üretilmiştir.

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THE ASSESSMENT OF TURKEY'S LACK OF RESILIENCE TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM¹

Ünal YAPRAK²
Turgut ŞAHİNÖZ³
Saime ŞAHİNÖZ⁴

ABSTRACT

The Problem of the Study: In recent years, resilience has emerged as a guiding principle for urban development and disaster risk management.

The Purpose of the Study: The aim of the study is to determine the level of resistance of the provinces to disasters with the factors affecting human development, economic recovery and reaching a high level of security at all levels.

Method: The study was prepared with a semi-numerical method and the scope of the study was all provinces of our country. Although the study covers 2015-2017 periods, it was applied to all provinces of our country. LRI (Lack of Resilience Index) consists of 8 sub-factors and the index value is between 0 and 1. Classification of index values was done according to international standards as follows; between 0-0.20 as low, between 0.20-0.40 as medium, between 0.40-0.80 as high and between 0.80-1.00 as very high.

Findings and Results: Ağrı (0.71), Şırnak (0.66), Muş (0.66) and Hakkâri (0.65) provinces were the first four provinces with the highest value according to the 2015-2017 average value of LRI and Isparta (0.38), Bolu (0.38), İzmir (0.36) and Ankara (0.32) were the lowest. Moreover, while 93.83% of our provinces were in the high index category, it was seen that 6.17% is in the middle index category and we had no provinces in the low index category. As a result, it was seen that our provinces had deficiencies regarding lack of resilience, especially the average and expected schooling years, per capita national income, insurance rates of buildings and houses and number of hospital beds.

KeyWords: Disaster, Disaster Management, Risk, Vulnerability, Lack of Resilience.

¹ Bu çalışma Ünal YAPRAK'ın Dr. Öğr. Üyesi Turgut ŞAHİNÖZ'ün danışmanlığında yürütülen doktora tezinden üretilmiştir.

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Oturum	6. Dijital Oturum: Emergency Medical Services and Disaster Management	Sunum Günü	09 Temmuz 2020
Oturum Başkanı	Prof. Dr. Saime ŞAHİNÖZ	Sunum Saati	15.50 – 17.20

THE ASSESSMENT OF TURKEY'S EXPOSURE AND SUSCEPTIBILITY TO DISASTERS AND HAZARDS WITH IDB INDICATOR SYSTEM¹

Ünal YAPRAK²
Turgut ŞAHİNÖZ³

ABSTRACT

The Problem of the Study: Exposure in disaster management is the infrastructure, housing, production capacities and other material human assets of people in hazardous areas.

The Purpose of the Study: The aim of this study is to determine the exposure and susceptibility of our country against the increasing natural, technological and man-made disasters with the help of index system and to reveal the deficiencies and competencies in this subject. In this way, the study will guide the decision makers in terms of the preparations and work to be done against disasters.

Method: The study was prepared with a semi-numerical method and the scope of the study was all provinces of our country. The data covers the period of 2015, 2016, 2017 and their averages. The ESI (Exposure and Susceptibility Index) consists of 8 sub-factors and the index value is between 0 and 1. Classification of index values was done according to international standards as follows; between 0-0.20 as low, between 0.20-0.40 as medium, between 0.40-0.80 as high and between 0.80-1.00 as very high.

Findings and Results: In the results of the study; in terms of exposure and sensitivity, 14.82% of our provinces were in high, 81.47% were in the middle category and 3.70% were in the low category. It is noteworthy that among the provinces in the high category, large cities such as İstanbul (0.58), Adana (0.44), İzmir (0.42), Gaziantep (0.41) and Şanlıurfa (0.40) took place. Accordingly, it is necessary to make investments and studies on irregular population growth, population density, poor population rates, agriculture and distribution of continuous products for our provinces with high ESI value.

KeyWords: Disaster, Risk Management, Vulnerability, Exposure and Susceptibility

¹ Bu çalışma Ünal YAPRAK'ın Dr. Öğr. Üyesi Turgut ŞAHİNÖZ'ün danışmanlığında yürütülen doktora tezinden üretilmiştir.

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Oturum	6. Dijital Oturum: Emergency Medical Services and Disaster Management	Sunum Günü	09 Temmuz 2020
Oturum Başkanı	Prof. Dr. Saime ŞAHİNÖZ	Sunum Saati	15.50 – 17.20

INVESTIGATION OF THE ANTHRAX NOTIFICATIONS IN OUR COUNTRY IN TERMS OF DISASTER MANAGEMENT

Nahsan KAYA [1]
Turgut ŞAHİNÖZ [2]

ABSTRACT

Problem of the Study: Anthrax is one of the infectious diseases that can be used as a biological weapon. Concerns about the use of agents that can cause infectious diseases in bioterrorism are increasing every day. This study is planned to analyze epidemiologically all available data of anthrax, which is a danger of being used as a biological weapon, in our country.

Purpose of the Study: This research is planned to examine the anthrax cases that our country has been exposed to in the recent past (1956 - 2017) and to provide guidance on what to do to minimize the effects of a possible disaster in the future.

Method: This study is a descriptive study. The data of the research was obtained from the statistics annuals published by the Ministry of Health between the years 1956-2017 with record screening method.

Results: When the total anthrax cases reported to the Ministry of Health between 1956 and 2017 are examined; The years with the highest number of cases per hundred thousand population were 1957 (5), 1962 (4), 1964 (3), 1965 (5), 1966 (4), 1967 (4), respectively, and then it was determined that there were significant increases and outbreaks in the number of cases in 1970, 1986, 1997 and 2001 compared to other years. When the average of 10 years of anthrax cases reported to the Ministry of Health between 1956 and 2017 are examined; It has been determined that the number of annual cases per hundred thousand population is the highest in the 1950s and especially outbreaks have been identified between 1962 and 1967. If the data regarding the last years are evaluated; significant decreases were observed in the anthrax case reports after 2005, but fluctuations in the notifications made until 2017 should not be ignored. Finally, it was determined that 37 cases were reported in 2017 and the trend was downward. It is recommended to increase the level of knowledge of the public by making necessary information about combating anthrax.

Keywords: Disaster Management, Anthrax, Surveillance, Anthrax Surveillance

Presentation Language: Turkish

¹Bu çalışma Nahsan Kaya'nın Dr. Öğr. Üyesi Turgut ŞAHİNÖZ'ün danışmanlığında yürütülen yüksek lisans tezinden üretilmiştir.

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Oturum Başkanı	Prof. Dr. Saime ŞAHİNÖZ	Sunum Saati	15.50 – 17.20

JOURNEY TO THE HISTORY OF EPIDEMIC DISEASES IN ANATOLIA

Aslı KAYA¹

ABSTRACT

Problem of Research: Many epidemics have been encountered in the history of Anatolia. Following the historical process related to epidemic diseases in Anatolia, the journey to the history of diseases and the health services provided in those periods were examined.

Purpose of the Study: The aim of this study will be to travel to the historical process of epidemics and to focus on health studies in the history of epidemics.

Method: In this study, the economic, cultural and psychological effects of the epidemic diseases in the literature and the health services provided were investigated in the historical process. In the study, a literature review was made and evaluated using the follow-up method, one of the history research methods. With the synthesis method, the effects of epidemic diseases on the society have been investigated.

Findings: Epidemic diseases are diseases that societies have faced from time to time and require great struggles. At the end of this study, it has been observed that epidemic diseases have economic, cultural, psychological and social effects on society and society is affected by epidemic diseases.

Key Words: Anatolia, Diseases, historical diseases, epidemic diseases

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Oturum	6. Dijital Oturum: Emergency Medical Services and Disaster Management	Sunum Günü	09 Temmuz 2020
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**VOCATIONAL SCHOOL STUDENT'S BASIC DISASTER AWARENESS,
MEASURING THEIR KNOWLEDGE USING SOME PARAMETERS AND A SURVEY
STUDY**

**Emel Özlem ATASOY [1]
Mustafa METE [2]**

ABSTRACT

Problem of Research: Turkey has been facing many different disasters due to the geopolitical position the country is in. Therefore, throughout the world, Turkey ranks at the top among risk countries where massive disasters occur. Although most of these disasters are of natural origin, there are also disasters of human origin. Loss of lives and property occur due to the disasters, and in terms of economy it damages both the region and the country where the disaster occurs.

Naturally, whether they are of human origin or of natural origin, disasters cannot be prevented. However, the risks that may arise can be minimized with proper planning. The way to do this is to raise awareness and educate individuals living in the community about disasters. Because individuals' disaster consciousness is closely related to their intellectual knowledge and interests. The fact that individuals do not have enough information in the face of disasters brings along a lot of problems. Because of having been caught unprepared in due course of the disaster creates an environment of panic and chaos. Depending on this situation, loss of life and property increases. As a result, adequate education and studies should be done in order to minimize the damages occur right after the disaster and before it happens, we need to raise the awareness of the individuals on several issues and make them conscious of any possibilities. In this context, whether the society is prepared against disasters should be determined. It must be made compulsory for the state, non-governmental organizations, universities and experts of the field to come together and carry out the necessary studies on the issues that the society is lacking in.

Purpose of the Study: The aim of the study is to measure the basic disaster knowledge levels of students studying in Vocational Schools and in the field of health. The study includes students studying in Healthcare Management, First and Emergency Aid, Anesthesia, Operating Room Services, Medical Laboratory Techniques, Physiotherapy, Child Development, Audiometry, Medical Imaging Techniques, Oral and Dental Health, Medical Documentation and Secretarial programs.

Method: This study was carried out on students studying in two vocational schools associate degree programs in Istanbul. The survey consists of 35 questions. The survey was conducted between 12.11.2019 and 12.12.2019, and was done using a random sample method and was answered by students whose ages are between 18-30. A total of 583 students were surveyed. However, 13 questionnaires were excluded from the analysis because the questions were left blank during the entry of the data. A total of 570 students' questionnaires were analyzed. 33.5% of the students surveyed are male and 66.5% are female. The average age of the participants is 20.84, and the standard deviation is 3.19.

Findings: In the study, five research hypotheses were emphasized. The relationships between these hypotheses were also examined. The most striking issue among these is that there is a significant relationship between the house's natural disaster insurance (TCIP) and the property type of the place of residence. Other findings revealed that the students who are studying and training in vocational schools should urgently be educated and informed about the disasters.

Keywords: Measure, Risk, Disaster, Disaster Management, Disaster Awareness

Presentation Language: Turkish

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HEALTH POLICY AND ECONOMY

ASSESSMENT OF EFFICIENCY IN HEALTH INDICATORS OF G20 COUNTRIES BY STOCHASTIC FRONTIER ANALYSIS METHOD

Özgür YEŞİLYURT [1]
Fuad SELAMZADE [2]

ABSTRACT

The Problem of the Study: It is the assessment of efficiency in health indicators of G20 countries by stochastic frontier analysis method.

The Purpose of the Study: It is the investigation of the efficiency relationships between health indicators by using the 2013 data of G20 countries. Considering the variables used, the reason of using the 2013 data is that all the information about the variables is in 2013.

Method: In the study, the efficiency estimations among the health indicators were made with the stochastic frontier analysis method, which is one of the parametric analysis methods. Before making calculations with the Least Squares and Maximum Likelihood methods of Stochastic frontier analysis, it was examined whether or not there was autocorrelation between perfect multicollinearity, independent variance and disruptive terms in the regressions.

Findings and Results: As a result of the study, it was found that there was a positive, statistically significant relationship between the life expectancy at birth and the doctor per ten thousand people. In the result of the regression in which the neonatal mortality rate was considered as a dependent variable, both the number of doctors per ten thousand people and the coefficients of health expenditure in as a share of GDP statistically had a negative value. According to that result, it is considered that in case the increase in independent variables is achieved, the neonatal mortality rate may decrease. In regression analysis, in which the health expenditure in as a share of GDP is dependent variable, it is concluded that technical inefficiency is completely resulted from random error, and the dependent variable will increase as a result of increase in the number of nurses per ten thousand people. With the results obtained, it can be said that G20 countries need to increase their health expenditures more and herewith apply policies to increase the life expectancy at birth and to decrease infant mortality rates.

Key Words: G20, Health Indicators, Efficiency, Stochastic Frontier Analysis.

Presentation Language: Turkish

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OECD COUNTRIES AND IN TURKEY COMPUTED TOMOGRAPHY EFFECTS OF USE AND HEALTH SPENDING

Mustafa ZEYBEK [1]
Vahit YİĞİT [2]

ABSTRACT

Problem of Research: Computerized tomography, discovered in 1972, is a imaging technology that provides a cross-sectional image from the body thanks to x-rays. The rapid spread and cost of this technology, which is widely used and frequently used in the world, causes various problems for the countries.

Purpose of the Study: Computed tomography in the OECD countries is to examine the spread in Turkey since 2002 and reveals the impact of budget and finance.

Method: Research in computed tomography in OECD countries since 2002 have examined the relationship between the spread and use of growth and health spending in Turkey. OECD data used in the study database, Turkey Statistical Institute, Ministry of Health and was obtained from literature sources.

Findings and Results: According to the findings of the research per capita among OECD countries (in millions) computed tomography apparatus 2002 in the number of respectively the lowest three countries, Mexico (2.9), Turkey (4.9) and Poland (5.8) d. falling tomography device while in Turkey in 2017 1.000.000 per capita has increased to 14.8 levels. When examined by computed tomography number of examinations performed with per capita in 2018 (in thousands) Turkey (223) it ranks third among OECD countries. In addition, the most imaged health technology in our country after ultrasound (26.036.669) is computed tomography (18.321.984). Per capita of the OECD countries, health spending and the computer was a significant relationship between the number tomography ($r = 0.948$, $p < 0.005$) Turkey has been identified as a relationship in private ($r = 0.952$, $p < 0.005$). In OECD countries, examination and per capita health expenditure are also significantly related ($r: 0.992$, $p < 0.005$). Turkey has been associated in health spending per person by the number of CT scans ($r = 0.979$, $p < .005$). Due to its impact on health expenditures, certain limitations should be imposed on computed tomography and imaging services and unnecessary use should be reduced. Various policies are planned to be developed in the reimbursement mechanism.

Keywords: Computed tomography, OECD, Turkey, Spending, Cost

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ESTIMATING THE IMPACTS OF TOBACCO CONSUMPTION ON THE HEALTH EXPENDITURES IN TURKEY

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D. Özlem KİLİT [2]

ABSTRACT

Research Question: Eight million people die every year due to their tobacco consumption (URL 1). It is widely suggested that tobacco consumption leads various severe diseases including cancers, heart diseases, lung diseases and chronic obstructive pulmonary diseases (WHO, 2005). as well as increases in health expenditures. Estimates indicate that the economic burden of tobacco consumption amounts to almost 2% of the world's GDP (URL 2).

Purpose of the Study: The research aims to explore the impacts of tobacco consumption on the health expenditures in Turkey.

Method: The research examines the association between health expenditures and tobacco consumption in Turkey. The study exploits the data of the 14 years-period between 2003 and 2016. The data used is obtained from Turkish Statistical Institute, Ministry of Health, OECD and World Health Organisation. A log-log regression is employed to identify the effects of tobacco consumption on the health expenditures in Turkey.

Results: 32% of the individuals over 15 years of age uses tobacco products in 2003 while 26% of them consumes tobacco in 2016. Although it fluctuates in some years, the tobacco consumption in Turkey seems to have a decreasing trend over the years (URL 3). It is found that 75% of such decrease in tobacco expenditure is owed to the men while the rest is suited to the women. As for the total health expenditure, it has a significant increase for the same period. It is almost quintupled as it is 25 billion Turkish Liras in 2003 whereas it is 120 billion Turkish Liras in 2016 (URL 4, SB, 2018). It seems that 1% decrease in tobacco expenditure is associated with 2% decrease in total health expenditures ($p=0,03$). Further, it is also related to 2.6% decrease in public health expenditures ($p=0,013$) while it has no significant impacts on private health expenditures ($p=0,41$). The results identify that a decrease in tobacco consumption leads decreases in total health expenditures particularly in public health expenditures. Such finding implies that the policies tackling with tobacco consumption will also contribute to reduce health expenditures. Therefore, the researchers encourage policy makers in establishing policies tackling tobacco consumption with the aim of reducing health expenditures in Turkey.

Keywords: Tobacco consumption, Health expenditure, Public health expenditure, Turkey.

Presentation Language: Turkish

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HOSPITAL MANAGERS' VIEW OF THE EFFECT OF EFFICIENCY CARD ON HOSPITAL PERFORMANCE

Ümit ARSLAN²

ABSTRACT

Problem of the Study: It is unknown how managers in hospitals perceive the efficiency card application that is used to evaluate the corporate performance of public hospitals. Is the efficiency report application in hospitals practical?

The Purpose of the Study: This study aims to determine the effect of efficiency card application on hospital performance from the hospital managers' view.

Method: The sample of the study includes the managers of public hospitals in Ankara, Turkey. The researcher has reached 226 managers. The survey method was used for data collection. For data analysis, frequency and percentage distributions, Mann Whitney-U test and Kruskal Wallis test were utilized.

Findings and results: The effect of efficiency card application on the hospital's corporate performance was evaluated through the use of the data collection tool created based on the balanced scorecard in four dimensions: financial, customer, process, and learning-development (expansion). No statistically significant difference was found between the hospital managers' age, gender, title, total serving year, year of experiences in hospital management, and the number of hospital beds available, and the perception of the impact of efficiency card application on the corporate performance. The results demonstrated that loss-leakage rates decreased due to the effective management of medical equipment inventory and employment of the efficiency card application. The patient satisfaction rates increased, the waiting time decreased, and the rates of personnel taking up in-service training increased, and the financial control was ensured at the hospitals. The hospital managers were observed to respond to the questions with a rating of above the average. Based on the responses of the manager, it was determined that the efficiency card application had more effect on the dimensions of process and clients in hospitals. Regarding corporate performance, the average score of the efficiency card evaluations was higher in public hospitals than in training and research hospitals. The average score of male managers' finance-related responses was found to be higher than female managers. This situation can be explained by the fact that male managers take part in financial services more than females.

According to the hospital managers, the efficiency card application has little effect on the income growth in hospitals, the decrease in the expenses and costs per unit, and the hospital's profitability. Moreover, the managers' responses revealed that the efficiency card application provided control of the budget in hospitals, reducing the period of debt payment, and enhanced the inventory turnover by ensuring the efficient use of inventory, and increased efficiency in the use of medical supplies. It was also observed that the rate of new technology and equipment used in hospitals, information systems infrastructure, and integration rates increased with the efficiency card application. In conclusion, the efficiency card application enhances the hospitals' services and increases efficiency and patient satisfaction.

Keywords: Efficiency Card Application, Hospital Managers, Corporate Performance.

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COMPARISON OF HEALTHCARE TECHNOLOGY OF TURKEY AND ISRAEL

Feşan Dicle Yavuz¹
Murat Eren²

ABSTRACT

According to the definition of the World Health Organization, health is not just the absence of disease and illness; it is a complete well-being in physical, spiritual and social aspects. Looking at this definition, the investments made in the personal development of individuals in recent years have increased the importance of health services. Since competition and interest increase are directly proportional, healthcare facilities have to focus on patient satisfaction, achieve standards in product or service quality, and strive to continuously improve and improve their products or the services they provide. It is extremely important that the products they use are privileged and catch up with the age. Therefore, one of the most important parts of healthcare is medical technology.

Medical technologies are essential for a sustainable healthcare system. Today, medical device technology significantly influences the treatment preferences of patients. It is important to determine which medical technology is more efficient as well as safe, cost-effective and ethical. Medical devices; They are grouped as high-tech and traditional products: Products with advanced technology consist of qualified devices specially designed for therapeutic and diagnostic uses. The traditional product market includes various diagnostic and treatment products. The medical devices industry, which has a strong structure, is one of the fastest developing sectors worldwide and has an important place in the world economy in terms of trade volume. (<http://www.moment-expo.com/tibbi-cihazlar-sektoru-saglikli-buyuyor> - Access Date: 04.06.2020). Looking at medical technology worldwide, it has an important place in the world economy due to the huge market created by health systems, and this sector includes a wide variety of products to develop rapidly and at the point reached. Therefore, the introduction of many new products to the market together with medical technology ensures that health systems in the world are more competitive and future growth rates are higher.

Referring to Turkey in 2018 According to data from the OECD per capita health expenditure was 1,226 dollars. It is aimed to increase this figure gradually over the years and even to approach OECD countries. However, the medical device used in Turkey abroad, 85% and 15% is provided from local production. Associated with this case, Turkey Pharmaceuticals and Medical Devices Agency aims to encourage local production of medical devices. Looking at Israel, per capita health expenditure is \$ 2,779, according to OECD 2018 data. There is no big difference between the two countries in terms of per capita health spending, but since Israel is a country devoid of natural resources, it devotes a special place to education and scientific research. In fact, he went on this subject and passed the Law on Encouraging Industrial Research and Development. Along with this law, it aims to improve the country's balance of payments with its orientation towards scientific export. In this article, the definition of medical technology, its history and the importance of R&D studies are mentioned. It is then given to the state of medical technology in Turkey and Israel. As a result, one of the self-developed countries in the field of medical technology, which has been compared to Israel and Turkey in the global market place acquirer, although still shortcomings in this regard.

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Key words : Healthcare Technology, Management

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TURKEY'S HEALTH POLICIES FOR SYRIAN REFUGEE CRISIS

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ABSTRACT

The purpose of this research, since April 2011 from Syrian refugees in Turkey, to analyze the current situation in Turkey as of June 2019, this eight years in Turkey have been presented as health services and implement its stages of health policy is to examine the implementation process and results . According to the data of the Directorate General of Migration Management on 04.04.2019, the total number of Syrians is 3.630.767. Access to health services for Syrians is regulated in Article 27 of the Temporary Protection Regulation. The Ministry of Health provides Syrians with shelter centers, outpatient and hospital referrals, emergency health services, immunization, vaccination, infant and pregnant follow-up system, infectious disease follow-up, and environmental health services. The price of the health service provided is paid by AFAD in a way that does not exceed the cost of health application notification. The biggest problem faced by Syrian refugees during health care is the language barrier. As of December 2017, an expenditure of 30 billion dollars was made for Syrians under temporary protection of 3.4 million as of December 2017. especially regarding length of stay when planning on Turkey's Syrian refugees realistic medium and long term planning should be done, in terms of hospitals that will serve to solve language problems experienced in interpreting suggested the creation of guidance services.

Keywords: Refugee, Health, Politics

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THE EFFECTS OF COVID-19 PANDEMIC ON SYRIAN REFUGEES IN TURKEY: THE CASE OF KİLİS

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ABSTRACT

Problem of Research: Starting in the city of Wuhan in China's Hubei province, the COVID-19 cases that spread around the world in a short time and is declared to be a pandemic by World Health Organization as of March 12, 2020, also started to be seen in Turkey since March 11, 2020. In this process, it has been stated that individuals aged 60 and over, people with severe chronic diseases and also the population groups who are stated to be vulnerable in socio-economic and socio-cultural aspects, are weaker against COVID-19 virus compared to other population groups. It is possible to state that, Syrian refugees, who were forced to migrate to many countries of the world, mostly to Turkey, due to the internal turbulence and terrorist activities in their country, are also among the vulnerable groups in the process of pandemic.

Purpose of the Study: The objective of this study; is to find out the sensitivity, the concern that are created by the COVID-19 pandemic on the Syrian refugees, who live in Kilis province of Turkey and have different life standards and status and to find out their possibilities and attitudes of prevention from and combating the pandemic.

Method: The population of the study consists of the individuals who are citizens of Syria and live in Kilis province. The data of the study were collected between 12-16 April 2020 by applying a questionnaire on 414 refugees. In order to find out the effect of COVID-19 pandemic on Syrian refugees, the “Society Scale of COVID-19 Pandemic” developed by Bostan et al. (2020) was used by applying on the refugees.

Findings: . It has been discovered that the refugees have concerns about COVID-19 and their insensitivity levels are low. It has been seen that there is a group who are not aware of the seriousness of the pandemic, who do not have enough information about the pandemic and cannot reach personal protective equipment (such as masks, gloves). In general, in the fight against pandemic; the levels of refugees’ following the rules and their finding the decisions taken and implemented proper, can be defined as close to each other and good.

Conclusion and Suggestions: As a result; in the process of combating the pandemic, it is considered that the necessary actions need to be taken for especially informing the Syrian refugees about the process and their access to personal protective equipment, especially in order to help the refugees living in the temporary refuge centers combat the pandemic physically, mentally and socially, there is a need to improve the physical, social and cultural life standards in the refuge centers.

Keywords: COVID-19 Pandemic, Syrian Refugees, The Effect of COVID-19 Pandemic, Kilis, Turkey

Presentation Language: Turkish

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ARTIFICIAL INTELLIGENCE IN HEALTHCARE, HUMAN VS MACHINES

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Cafer BUDAK²
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ABSTRACT

The Problem of Study: We are living in the era of human –machine cooperation. Artificial Intelligence (AI) is revolutionizing many areas of our lives, especially in the field of healthcare its use is increasing day by day. The problem is: Will AI be assistants to help doctors, or will they be enemies who take their jobs away?

The Purpose of the Study: Artificial Intelligence is a term used to describe intelligent software such as Machine Learning, Deep Learning and Artificial Neural Networks. The world's giant technologic companies are increasingly investing in this area every year. AI systems in healthcare save billions of dollars in global revenue. By AI applications, professionals can get rid of doing monotonous works and protocols and focus on most creative works. This study argues artificial intelligence approach for medicine, by handling current strengths and weaknesses, challenges and innovations in this emerging technology.

Method: AI applications and its potential in healthcare were analyzed. The data were collected from global companies, startups and reports of research companies. All these data were combined and trends of AI in healthcare in last five years, state of art and forecast for AI in healthcare is presented in graphics and tables.

Findings and Results: By utilizing data mining and deep learning AI algorithms mine medical records, to help in predicting patient outcomes. The use and effect of artificial intelligence in health are increasing especially in areas such as MRI brain tumor analysis, gastroenterology, heart disease classification, decision support system to diagnose, robotic surgical system, oncology, pathological, skin diseases, lesion detection. AI algorithms analyze radiographs and detect abnormal cell growth in potential cancers, and find skin tumors from biopsy samples or tissue samples in minutes, most correctly. In recent years, more startups and companies are working in AI for improvements in disease monitoring, preventing cancers, heart failures, fighting with viruses, creating drugs by mining medical records, rooting molecular structure databases, or presenting smart phone applications for users. It is obvious that AI will change the way of patient outcomes positively and save billions of dollars each year, but how will this development affect the situation of health professionals?

Keywords: Artificial Intelligence, challenges, advantages, health professionals

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COVID-19 EXAMINATION OF TURKISH HEALTH SYSTEM

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Durmuş Ali ASLANLAR²
Ahmet EKİZER³

ABSTRACT

The Problem of the Study: Turkey has been successful in COVID-19 to struggle?.

The Purpose of the Study: COVID-19's until today the declaration of a pandemic by the WHO is seen most deaths compared with European countries and Turkey.

Method: In our descriptive and cross-sectional study, we used the data of the World Health Organization. After declaring the pandemic on March 11, 2020 three-month process of death in most countries, basic health indicators, test cases and number of deaths compared with Turkey.

Findings and Results: As of June 8, 2020 deaths occurred per 1 million population; England 596, Spain 580, Italy 561, France 446 and Turkey 56. England, Italy, France and Spain we compare with Turkey; health systems and populations are close to each other, Turkey has shown its advantages beyond being less than elderly in other countries with a population. Guides on Adult patient treatment, pediatric patient management and treatment, severe pneumonia, ARDS, sepsis and septic shock management, and antisitokin-anti-inflammatory treatments, coagulopathy management have been published by the Ministry of Health Scientific Advisory Board for COVID-19 management and treatment. Getting a drug license containing the favipiravir active ingredient used effectively in treatment and starting production in our country facilitated the access to treatment. Country health system crashes and ethical debates shows that while there remained standing of Turkey's health system. As a result, taking a minimum loss from Turkey COVID-19 process has been successful in fighting

Key Words: COVID-19, Health System, Successful.

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QUALITY LIFE

INVESTIGATION OF FOOD ADDICTION FROM PUBLIC HEALTH MANAGEMENT PERSPECTIVE

H. Şeyda EYÜPOĞLU¹
Nurcan COŞKUN US²

ABSTRACT

The Problem of the Study: Public health is management of the health before the emergence of disease and health risks by taking precautions without harmful effects on living. Food addiction is the body's similar reaction to substance abuse, as a result of excessive consumption of processed, sugary, fatty and salty foods. Food addiction is one of the factors that causes obesity. Food addiction is a health problem that can be prevented by measures to be taken with public health management.

The Purpose of the Study: To provide theoretical information about food addiction from a public health management perspective and to create a comprehensive theoretical framework.

Method: This study was compiled by reviewing the literature with document review.

Findings and Results: Food addiction is seen as a cause for obesity. Obesity is an important problem for Turkey and rest of the world. Questioning and raising awareness of food addiction is important for obesity and the complications that may develop with it. Considering that food addiction may develop due to childhood eating habits and the attitude of parents at the time and events experienced, child and parental education is very important for the development of preventive health services with a multidisciplinary study. Attempts can be made to draw attention to personalized nutrition training through public health management. Public Health managers can develop projects to develop policies that will raise people's awareness about foods and their effects.

Key Words: Public Health Management, Food Addiction, Obesity

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SOCIO-ECONOMIC PROBLEMS OF VISUALLY DISABLED

Turgut ŞAHİNÖZ [1]
Saime ŞAHİNÖZ [2]

ABSTRACT

Problem of the Study: Visual disability is an important public health problem with serious social and economic effects associated with decreased quality of life and increased dependency on adults worldwide.

Purpose of the Study: This study was carried out to identify the social and economic problems experienced by visually disabled people, to draw attention to the problem and to encourage other studies to be done.

Method: This study is a retrospective cohort study. All patients who applied to the state hospital, which is the only hospital in Gümüşhane province for a period of 5 years were included in the study. 1325 people whose visual disability was detected by scanning “disability reports” and based on clinical data were included in the study. All of the data obtained were recorded to the computer. The data were analyzed with a statistical package program on the computer.

Results: The majority (46.6%) of the seeing disabled were illiterate. While the great majority (90.5%) of the visually disabled were not working, 6.5% were retired, 1.3% were working at private sector and 1.2% were working at public sector. While only 24.9% of the seeing disabled were taking disability support payment, only 32.4% of the disabled were taking disabled salary.

Conclusions: These findings show that people with disabilities do not sufficiently benefit from the rights granted to them and need more social support. For this reason, a national disability policy and action plan should be created and public awareness should be raised.

Keywords: Disability, visually disabled, blindness, socio-economic problems, disabled salary

Presentation Language: Turkish

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**EVALUATION OF THE SITUATIONS AND PROBLEMS OF PHYSICIANS IN
CREATING AWARENESS AND BEHAVIOR CHANGE FOR THE DETECTION AND
REDUCTION OF DIABETES**

A. Önder PORSUK [1]
Muzaffer ESKİOCAK [2]
A. Armağan TUĞRUL [3]

ABSTRACT

Problem of Research: Situations and problems of the physicians working in the province of Kırklareli for the detection and reduction of type 2 diabetes and risk factors in terms of creating awareness and modification of behavior in the society they serve.

Purpose of the Study: The aim of our study is to determine the current status and problems of physicians in terms of creating social awareness about DM and/or risk factors.

Method: The study is a descriptive and cross-sectional survey conducted in Kırklareli in 2010. The population of this research consists of medical doctors who are working in Kırklareli. Overall participation rate is 88,9% (N=312). Researchers developed a questionnaire used for data collection. The data were evaluated using SPSS package program. In the analysis of data, descriptive statistics, chi-square tests were used.

Findings: 69,9% of the respondents are male, 29,8% are female and mean age was calculated as 36,5 for women and 44,3 years for men. It has been observed that 60,5% of participants were overweighted. The prevalence of DM is 6,1% in our study group. 64,7% of the participants think that DM can be prevented to a large extent. But the participants who think they are at the risk group for diabetes were not carrying out lifestyle modifications to prevent diabetes as widely. The most frequently recommended approach to social awareness is measuring fasting blood glucose. It was determined that 41,0% of participants couldn't perform the necessary approaches in order to promote social awareness.

Conclusion: More than half of the participants positioned themselves in the wrong group in terms of DM risk status. It has been determined that the heavy workloads and economic problems of the physicians were ranked as primary problems in activities of social awareness against diabetes and its risk factors. To achieve this goal, it has been found that physicians should receive periodical educations and economic and working conditions should be improved.

Keywords: Diabetes, Public Health, Social Awareness, Prevention of Diabetes

Presentation Language: Turkish

Bu çalışma Trakya Üniversitesi Sağlık Bilimleri Enstitüsü Halk Sağlığı Anabilim Dalında 2012 yılında yapılmış olan "Kırklareli İlinde Çalışan Hekimlerin Tip 2 Diyabet ve Tip 2 Diyabetin Risk Faktörlerinin Saptanması ve Azaltılmasına Yönelik Hizmet Verdikleri Toplumda Farkındalık ve Davranış Değişikliği Yaratma Açısından Durumları ve Sorunlarının Değerlendirilmesi" isimli doktora tezinden üretilmiştir.

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Oturum 10. Dijital Oturum: Quality Life
Oturum Başkanı Prof. Dr. Yunus Taş

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Sunum Saati 15.50 – 17.20

INVESTIGATION OF NATURAL (²²⁶Ra, ²³²Th AND ⁴⁰K) AND ARTIFICIAL (¹³⁷Cs) RADIOACTIVITY CONCENTRATIONS OF KIRKPAVLI AND HAZINE MAĞARA ORE DEPOSITS (GÜMÜŞHANE)

Ali KAYA [1]
Alaaddin VURAL [2]

ABSTRACT

Problem of Research: Radioisotopes cause internal and external radiation doses in humans. Inner irradiation is caused by the inhalation of ²²²Rn and decay products passing from the soil and rocks to the atmosphere, as well as the consumption of radioisotopes that pass from soil to nutrients in cultivated areas. External irradiation is originated from radioisotopes that make gamma decay in the uranium and thorium series and ⁴⁰K element origin. In this study, the natural radiation levels of Kırkpavli mine site and the Hazine Mağara Mine site in Gümüşhane, a region rich in mines, were investigated.

Purpose of the Study: In this study, the natural (²²⁶Ra, ²³²Th and ⁴⁰K) and artificial (¹³⁷Cs) radioactivity concentrations in the soil of the Kırkpavli and Treasury caves in Gümüşhane were investigated.

Method: In order to determine the natural radioactivity activities of the mine sites, 9 soil samples were taken from the Kırkpavli mine site and 7 from the Hazine Mağara mine site. During the sampling, agricultural areas were avoided, and after the section containing organic matter was cleaned at the sampling point, samples were taken from the B level of the soil profile, at depths of 0-10 cm. Samples were left to dry at room temperature in order to remove natural moisture for an average of 10 days. The moisture-removed samples were passed through 2 mm teflon sieves, weighed by placing them in marinelli counting containers for analysis. After the samples were kept for 1 month for radioactive equilibrium with the ²³⁸U and ²³²Th, the samples were analyzed by gamma spectrometry (Poptop Ortec detector).

Findings: The natural radioactivity values of ²³²Th, ²²⁶Ra, and ⁴⁰K elements and artificial radioactivity value of ¹³⁷Cs were determined. It was determined that ²³²Th values ranged from 11±0,75 to 26±1,16 Bq/kg, ²²⁶Ra values ranged from 4±0,08 to 138±1,95 Bq/kg, ⁴⁰K values ranged from 196,16±1,25 to 706,93±2,07 Bq/kg and ¹³⁷Cs values ranged 0 to 5, 3±0,01 at Kırkpavli ore deposit. As to Hazine Mağara ore deposit, ²³²Th values ranged from 13±0,82 to 64±1,46 Bq/kg, ²²⁶Ra values ranged from 16±0,63 to 155±1,49 Bq/kg, ⁴⁰K values ranged from 358±1,38 to 755,29±2,19 Bq/kg and ¹³⁷Cs values ranged 0 to 5,3±0,01. Compared to the weighted world average of ²³²Th, ²²⁶Ra and ⁴⁰K activity concentrations for the mentioned ore deposit, the average values of ⁴⁰K and ²²⁶Ra activities were above the world average in almost all samples, while the ²³²Th values were above the world average at some sampling points.

Keywords: Natural radioactivity, Artificial radioactivity, ²²⁶Ra, ²³²Th, ⁴⁰K, ¹³⁷Cs, Ore deposit,

Presentation Language: Turkish

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ANALYSIS OF ENVIRONMENTAL AND HEALTH-RELATED CONCEPTS WITH N-GRAM METHOD

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M. Nuri URAL [2]
Alaaddin VURAL [3]

ABSTRACT

Problem of Research: Human health is a product of the interaction between environmental conditions and genetic structure. The person is affected by many environmental problems starting from the moment of fertilization. This effect is in different dimensions from birth to death. The environment is the physical, biological, social, economic and cultural environment in which humans and other creatures maintain and interact throughout their lives. Environmental health is determined by physicochemical, geochemical, biogeochemical, biological, social, psychosocial factors in the environment and affects the quality of life. Therefore, there is a close relationship between environment and health, and it is important to perceive, consider, and manage this relationship together.

Purpose of the Study: It is the analysis of the concepts related to environment and health with n-gram and revealing the change of the effects of social, economic and environmental factors on health over time.

Method: In this study, the n-gram analysis method, which is very useful in the analysis of data recorded on digital media, and realized through an interface developed by Google, was used. Within the scope of this study, in digital books in the Google database concepts that are directly or indirectly related to health issues like "mining", "industrialization", "urbanization", "environmental", "environmental factors", "environmental conditions", "environmental protection", "environmental issues", "environmental problems", "Environmental impact", "environmental policy", "environmental quality", "environmental influences", "medical geology", "the public health", "mental health", "local health", "physical health" were chosen as keywords and the evolution of these words with time and their relationships with each other were investigated.

Findings: When the N-gram analysis data is evaluated together, the concept of mining tended to increase continuously after 1820. It was determined that the downward trend that started in the 1920s started to rise again in the second half of the 1920s. It was observed that there was a downward trend after 1980s.

It was determined that the concept of public health (healt) remained on the agenda after 1880s and showed high usage frequency until 1940s. It can be said that the frequency of use of the concept of public health has become widespread due to the fight against infectious diseases. It is understood that the concept of industrialization has always had an increasing trend after 1920s. This situation can be seen as a reflection of the industrialization moves of the countries that gained independence at the end of the First World War.

It is understood from the n-gram analysis that other concepts related to health do not show as much usage frequency as public health. It is understood that environmental concepts have an increasing tendency since the 1900s. The concepts of environmental health, environmental quality, environmental policy, environmental impact, environmental issues have been observed to have an increasing frequency of use after the 1960s, and some of them have started to be used in the literature, especially in the late 1950s.

When the findings obtained are evaluated together, it can be said that the concepts related to environment and health have become widespread in the social field especially since the late 1950s.

Keywords: mining, industrialization, environmental factors/conditions/protection/issues/policy

Presentation Language: Turkish

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REASONS OF VISUAL DISABILITY: CATARACT, THE MOST IMPORTANT AVOIDABLE CAUSE

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Nazlı HACIALIOĞLU [2]
Saime ŞAHİNÖZ [3]

ABSTRACT

Problem of the Study: There is very few epidemiological research on the causes of visual disability in Turkey.

Purpose of the Study: The purpose of this study was to determine the causes of visual disability and the frequency of cataract.

Method: This study is a retrospective cohort study. All patients who applied to the state hospital for a period of 5 years were included in the study. 1325 people whose visual disability was detected by scanning “disability reports” and based on clinical data were included in the study. These people were visited at their homes between 01 May 2015 - 31 December 2018 and field work was carried out. Chi square test was used for the statistical analyses.

Results: It was determined that 14.2% were blind and 85.8% had low vision. The first five causes of visual disability were cataract (31.7%), age-related macular degeneration (15.4%), genetic-hereditary causes (7.5%), refractive error (5.2%) and accidents (5.0%) respectively. It was determined that cataract is the most important cause of blindness (37.2%) and low vision (30.8%). Senile macular degeneration was found to be the second most common cause of blindness (13.8%) and low vision (15.7%).

Conclusions: It has been revealed that most of the causes of visual disability are preventable and treatable causes. In order to prevent or reduce visual disability, field scans and early diagnosis and treatment services have to be extended.

Key Words: Blindness, Cataract, Prevalence, Visual disability, Turkey

Presentation Language: Turkish

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**INVESTIGATION OF THE RELATIONSHIP BETWEEN HEALTHY LIFESTYLE
BEHAVIOR OF HEALTH PROFESSIONALS AND USE OF HEALTH CARE
SERVICES: A RESEARCH ON ATTITUDES FOR VACCINE APPLICATIONS**

Fuat YALMAN¹
Murat BAYAT²

ABSTRACT

Problem of Research: determining the positive relationship between health professionals' behaviors of healthy lifestyle and their attitudes towards vaccine applications.

Purpose of the Study: to examine the relationship between healthcare professionals' behavior of healthy lifestyle and healthcare consumption.

Method: The research population is the middle and/or senior executives of the private hospitals operating in the province of Istanbul within the scope of T.C. Ministry of Health Private Health Institutions General Hospitals. Quantitative research method (quantitative research design) was conducted and the data were obtained by face-to-face survey technique. Total number of questionnaires, taken into consideration and used in the data analysis, is 400. The main statistical analyses used in the study are; descriptive statistics, exploratory factor analysis, multiple regression analysis, the difference tests, confirmatory factor analysis and path analysis. SPSS and AMOS software packages were used to analyze the data.

Findings: According to the results of the multiple linear regression analysis of the research, it was determined that the healthcare lifestyle behavior levels of health professionals positively and statistically significantly affect their attitudes towards vaccine applications. According to the results of the confirmatory factor analysis, it was observed that the majority of the fit indices of the proposed research model were at an acceptable level of fit.

Keywords: Healthy Lifestyle Behavior; Healthy behavior; Health care services; Vaccine applications; Health professionals.

Presentation Language: Turkish

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STUDY ON THE NATURAL AND ARTIFICIAL RADIOACTIVITY RISK OF THE AKTUTAN ALTERATION SITE (GÜMÜŞHANE)

Alaaddin VURAL [1]
Ali KAYA [2]

ABSTRACT

Problem of Research: The concept of "natural" was perceived as a magic word today. It is thought to add positive meaning like good, beautiful useful when used as an adjective, so it has a very common use. However, this is not always the case. The "natural environment" in which a person lives does not always mean safe, good and beneficial. Due to the geological-geochemical properties of the natural environment, in some cases it may be more harmful than benefit. Therefore, studies on the impact of the living environment on human/living health are increasing day by day. Whether the natural radioactivity of the Aktutan (Gümüşhane) hydrothermal alteration site poses a risk is the research question of this study.

Purpose of the Study: In this study, the natural (^{226}Ra , ^{232}Th and ^{40}K) and artificial (^{137}Cs) radioactivity concentrations in the soil of the Aktutan hydrothermal alteration site in Gümüşhane were investigated.

Method: In order to determine the natural radioactivity activities of the Aktutan (Gümüşhane) hydrothermal alteration site, 12 soil samples were taken from the area. During the sampling, agricultural areas were avoided, and after the section containing organic matter was cleaned at the sampling point, samples were taken from the B level of the soil profile, at depths of 0-10 cm. Soil samples were kept in the natural environment for 10 days to remove their moisture. After removing the natural moisture, the samples were passed through a 2 mm diameter teflon sieve and then weighed by placing the marinelli containers. After the samples were kept for 1 month for radioactive equilibrium with ^{238}U and ^{232}Th , the samples were analyzed by gamma spectrometry(Poptop Ortec detector).

Findings: The natural radioactivity values of ^{232}Th , ^{226}Ra , and ^{40}K elements and artificial radioactivity value of ^{137}Cs in the area were determined. It was determined that ^{232}Th values ranged from $16\pm 0,76$ to $58\pm 1,62$ Bq/kg, ^{226}Ra values ranged from $5\pm 0,04$ to $282\pm 1,85$ Bq/kg, ^{40}K values ranged from $246\pm 1,25$ to $647,36\pm 2,21$ Bq/kg and ^{137}Cs values ranged 0 to 5, $3\pm 0,01$ at study area. Compared to the weighted world average of ^{232}Th , ^{226}Ra and ^{40}K activity concentrations for the mentioned hydrothermal alteration site, the average values of ^{40}K and ^{226}Ra activities were above the world average in almost all samples, while the ^{232}Th values were above the world average at some sampling points. It is thought that the field in which these data are taken into consideration should be studied in more detail in terms of the risk of natural radioactivity.

Keywords: Natural radioactivity, Artificial radioactivity, ^{226}Ra , ^{232}Th , ^{40}K , ^{137}Cs , Hydrothermal alteration,

Presentation Language: Turkish

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THE EFFECT OF MINDFULNESS BASED STRESS REDUCTION PROGRAM ON THE QUALITY OF LIFE IN PATIENTS WITH BREAST CANCER: A SYSTEMATIC REVIEW

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ABSTRACT

Problem of Research: The effect of mindfulness-based stress reduction program has been determined to improve the quality of life of breast cancer patients.

Purpose of the Study: This study was carried out to review the studies published between January 2008 and February 2020 on the effect of the mindfulness-based stress reduction program applied to breast cancer people and to analyze the data obtained from the studies in a systematic form.

Method: In order to determine the quality of life of patients diagnosed with breast cancer of MBSR-based stress reduction programs, Google Academic, PUBMED, ProQuest databases searched in the range of 02.09.2019-03.02.2020. The search was carried out using 3 keywords (Mindfulness, breast cancer, quality of life, MBSR) in English language. As a result of the screening, 3592 articles were reached and 7 studies were included in the study. Articles evaluated using the PRISMA checklist was subjected to quality assessments.

Findings: As a result of the literature review, 7 articles including 640 participants were included in the scope of the review. All of the studies evaluated focused on the mindfulness-based stress reduction program. It has been observed that the mindfulness-based stress reduction program increases the quality of life and is effective in increasing the coping skills of these patients. As a result of the evaluations, it was observed that the mindfulness-based stress reduction program increased the quality of life in breast cancer patients and the generalizability level of these results was high. In addition, with the obtained data, mindfulness-based stress reduction program has been found to reduce sleep problems and fatigue levels.

Keywords: Mindfulness, breast cancer, quality of life.

Presentation Language: Turkish

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