

*3. International Journal of  
Health Administration  
and  
Education Congress  
(Sanitas Magisterium)*

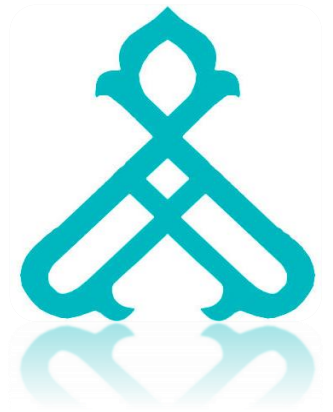
7-8-9 April 2017

*Thessaloniki, Greece.  
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I- HEALTH MANAGEMENT AND EDUCATION

II- HEALTH ECONOMICS AND HEALTH FINANCE

III- HEALTHCARE SERVICES AND NURSING



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### 3. International Journal of Health Administration and Education Congress (Sanitas Magisterium)

Welcome Address by Congress Chairman



Dear colleagues,

Welcome to 3. International Journal of Health Administration and Education Congress (Sanitas Magisterium). We are proud to be hosting this meeting in Thessaloniki/Greece.

The Sanitas Magisterium has attracted Health Scientist with an interest in management, safety, education from not only the East European region but from other parts of the world as well. In this edition, we strive to continue its dedicated vision of providing the most conducive and productive learning and knowledge exchange platform for participants specializing in the field of health management, economy, safety and healthcare.

Themed “East European Issues in Healthcare Management”, Sanitas Magisterium 2017 will enable participants to equip themselves with updates on the latest developments and practices through scientific sessions, plenary discussions, oral and poster sharing. We have an exciting line-up of expert speakers and social programme to make your attendance a joyful one. We encourage you to take this excellent opportunity to share your experiences, latest research findings and present your abstracts and papers at the congress. We look forward to welcoming you and your family to Thessaloniki, a multi-cultural, historical and cosmopolitan city, for a memorable congress.

Prof. Aysegul Yildirim Kaptanoglu, Trakya University Health Management

*A. Kaptanoglu*

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HEALTH ADMINISTRATION AND  
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*SANITAS MAGISTERIUM*

***ABSTRACT BOOK***

## Content

<b>I- HEALTH MANAGEMENT AND EDUCATION.....</b>	<b>10</b>
What are the Administrative Problems of Hospitals? .....	11
Lean Management: A Field Research in an Emergency Health Center .....	12
Development of Students' University Perception Scale .....	13
e-Mental Health, A Best Practice Example: Netherland .....	14
Assessing the Healthy Life Style Behaviors of the Healthcare Management Students in Trakya University .....	15
What Do Leaders Really Do? .....	16
Shared Leadership Perception at Primary Healthcare Institutions .....	17
Patient Rights Board Decisions in Turkey.....	19
Evaluating the Efficiency of the Informed Consent Forms of the Patient Files Which Were Notified of Erroneous Medical Intervention .....	20
Do Occupations of Employees and Working Years Affect Level of Occupational Health and Safety Knowledge and Attitude? .....	21
Effect of Efficient Recruitment and Adaptation Training on Promotion in a Private Healthcare Organization-Campus Program Example.....	22
A SWOT Analysis Example for Fighting Earthquake in a Region that Earthquake Risk Exists; Çanakkale .....	23
Evaluation of Knowledge and Attitudes of Health Institutions' Managers on Crisis Management; Kahramanmaraş City Centre Example.....	24
Evaluation of the Effectiveness of Medical Wastes and Administrative Education Given to Gümüşhane University Nursing Students .....	25
<b>II- HEALTH ECONOMIC AND FINANCE .....</b>	<b>27</b>
A Health System in Terms of Sustainability: The Case of Turkey.....	28
Comparison of Health Financing Systems .....	30
Cooperative Management Approach for Health and Social Security System.....	31
<b>III- HEALTHCARE SERVICES AND NURSING .....</b>	<b>34</b>
Determination of the Environmental Risk Detection and Environmental Children of Vshs Students .....	35
Current Status of Dialysis Technician Profession in Turkey.....	36
Retrospective Analysis of Unnecessary Test Prompts In Terms Of Rational Use of Laboratory: Serology Laboratory Case .....	37

### 3. International Journal of Health Administration and Education Congress (Sanitas Magisterium)

The correlation between burden of disease and 8 human resource indicators, 4 technical resource indicators and 2 infrastructure indicators in 50 European and Central Asian countries .....	38
The Effect of Personnel Nutrition on Work Productivity.....	39
The Effect of Patient Nutrition on Patient Satisfaction .....	40
A Research on Determination of Impact of Socioeconomic Factors in Oral and Dental Health Services .....	41
Perceived and Expected Service Quality in Healthcare Services: An Application in A Private Dental Clinic .....	44
Disaster Management within the Scope of Building Management in Hospitals: Elazığ Province Case .....	46
Alcohol and Mellitus Diabetes .....	47
CRITHINKEDU: Actions and Preliminary Findings from TEI of Thessaly Team .....	49
The Impact of Parent's Mental Illness on Family Members .....	50
Mellitus Diabetes and Exercise .....	51
Mental Health and Exercise .....	52
Military Nurses in Byzantium .....	53
Patients in Hemodialysis and Exercise .....	54
The Treatment of Patients with Mental Health Problems in Ancient Greece .....	55
Therapeutic use of Ventuza in Ancient Greece.....	56
Unintended Awareness under General Anesthesia .....	57
Web Based Mental Health Promotion .....	58
Treatment Options for Xerostomia in Elderly .....	59
Social Assistance and Solidarity Foundation Role in Healthcare Management.....	61
Patient Rights-Workshop .....	63



## **I- HEALTH MANAGEMENT AND EDUCATION**

**What are the Administrative Problems of Hospitals?**

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**Abstract**

The purpose of this study is determination of managerial problems encountered in inpatient health institutions with the views of the administrators which are work at various levels in public and private hospitals. The data of this study were obtained with the five-point Likert questionnaire which was applied to upper, middle and lower level managers of 350 hospitals in Istanbul, Aksaray and Kahramanmaras. The validity of collected data were tested by Bartlett's test and results showed that the data are valid. Cronbach's Alpha method was used for reliability of data and it was found at the 90% confidence interval. As a result of the factor analyses, which were collected under six factors, the hospital settlement problem (3.13) and management problem of human resources (2.82) were found to have the highest values in this study. When the hospital settlement and human resources problems evaluated according to the demographic data, it was detected that significant differences in terms of gender and occupation. Results showed that administrative managers are encountered with management problems of human resources, while female managers are more encountered with the problem of hospital settlement. Besides, it is thought that the hospitals which were not appropriately planned for health services causes administrative problems.

**Keywords:**

Health Management, Hospital Management, Managerial Problems, Administrative Level, Human Resources

**Lean Management: A Field Research in an Emergency Health Center**

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**Abstract**

The traditional management model is established on the basis of the mass production principle led by Ford. Mass production is based on the idea of competitive advantage by using poor quality and cheap raw materials and producing goods in high quantity and low cost. Whereas Toyota's legendary leader, Ohno has developed Lean thinking system as opposed to the mass production model. While Ford has reached its production capacity with 6000 workers, by using his model, Ohno has reached the same capacity with 1500 workers. He has reached very high production and sales quantities per staff. In addition he has radically shortened the production band and considerably reduced costs. While doing all of these, He has brought quality to the highest level, ensured customer satisfaction and business excellence. Nowadays lean management is applied both in the world and in Turkey not only in the production sector but also in the service sector. Because lean management is based on basic principles that can be applied in all kinds of businesses and sectors. However, the tools and techniques used vary among sectors or institutions. In this context, lean management is defined as a management style that aims to remove all non-value adding practices leading to waste of time and resources.

In this study, our aim was to evaluate the service provided in an emergency health center (112) in Turkey in terms of its compliance with the philosophy of lean management

We used secondary data in our study (desk research). The data were obtained from the documents and records of the emergency health center. The flow process chart of the emergency health center contain eight processes. Each process were evaluated according to lean management criteria.

We have determined six improper practices in our research that lead to waste of time and resources in the emergency health center. These improper practices were unnecessary calls, not getting out from the center on time, arriving case place late, rejecting patient transfer and aborting mission, obligatory unnecessary patient forms and deficiency of cleaning staff. Thus we recommend to hospital managers restore these improper practices to accomplish successfully lean management in emergency health centers.

**Keywords:**

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Lean management, Mass production, Emergency, Health, Health center

#### Development of Students' University Perception Scale

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#### Abstract

This study aims to develop a scale on university perception of students. The scale consisted of 23 statements based on literature review and expert opinions. The scale has three subdimensions as education, social life and job expectation. Sample consists of 294 university students whose education is actually continue. To test the reliability of the scale, test and re-test method was used within 2 weeks interval. SPSS and AMOS softwares were used. Firstly explanatory, then confirmatory factor analyses were conducted. Accordingly, the scale has three sub-dimensions as planned and these explain 37.49% of total variance. Cronbach Alpha coefficient was found to be 0.671. Then, exploratory factor analysis was performed. Kaiser Meyer Olkin was calculated as 0,765 which shows the sample size is proper to perform exploratory factor analysis. Three statements (Q21, Q18, Q10) are excluded from the scale because of the low factor weights. Then, confirmatory factor analysis (CFA) is performed to test the fitness of the model. Five statements (Q8, Q5, Q3, Q16, Q4) are excluded from the scale because of the low factor weights and not to fit with the model. The results of the CFA are as follows; GFI: 0,941, CFI: 0,903, CMIN/DF:1,733, CMIN; 145,580 RMSEA: 0,50 PCLOSE: 0,482. As a result of the study it is found that the scale is a valid and reliable measurement to measure the university perception of students.

#### Keywords

University Education, Perception, Healthcare Management, University Students

**e-Mental Health, A Best Practice Example: Netherland**

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**Abstract**

eHealth system by taking advantage of advances in computer and communication technologies. In this context, the objective of the present study is to detailed investigation of the “e-Mental health” system applied at clinic level in Netherland which owns one of the best health systems of the world as the example of the best practice.

The field study was conducted based on the interviews held with the eMental health clinicians at the Amsterdam University and other relevant specialists (technology companies, health administrators etc.) by paying visit to Netherland, one of the pioneers of the e-mental health system in the world in the period between June 5<sup>th</sup> and 12<sup>th</sup>, 2016.

Individuals with mental disorder who hesitate about paying visit to a psychologist or hospital could get in contact with their psychologists and receive treatment independent of time and place through the eMental health system on the internet without being exposed to society. The system allowed provision of 7/24 health service to population in distant areas of the country and to the ones in economically disadvantaged position. Owing to software systems, games and web-based psychological tests developed for treatment of mental diseases, physicians have gained opportunity to provide effective treatment by means of stronger tools. Using e-Mental health system could yield 50% advantage in health expenditures. By means of the psychological tests and suggestions that they could access conveniently through online e-Mental health system, individuals with potential of having mental disorder could raise awareness in advance.

**Keywords:**

eMental Health, eHealth, mHealth

**Assessing the Healthy Life Style Behaviors of the Healthcare Management Students in Trakya University**

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**Abstract**

Health Life Style Behaviors (HLSB) can be described as; controlling the behaviors which effect health and composing the daily activities which are suitable for individual's health situations. Health promoting behaviors aims to provide a healthier life to make people able to more productive in life and cope with life challenges. HLSB are basically consist of regularly and sufficient exercises, adequate nutrition, taking the health responsibility, coping with stress and taking hygienic precautions. Individuals must desire, have responsibility and control themselves to gain health promoting behaviors. University has big effects which reshaping people's life. University education aims not only to give students professional competence and also effects student's personality, daily life and health behaviors. Therefore, the study aims to determine and asses the healthy style behaviors of students and give supports the developing these behaviors. The study is descriptive. The study was conducted in Trakya University Healthcare Department. It is aimed to achieve to all students, but 330 students fulfilled the scale completely and adequately. The "Healthy Life Style Behaviors II (HLSB)" scale which developed by Walker et al. was revised according to study purpose and was used to collect data from students. The scale is consist of 22 statements and also 8 demographic questions. To measure the reliability of the scale test-retest method is used on 158 students. The Cronbach Alpha Coefficient is 0.799. The scale points have To test hypothesis, T Test and Anova Test are used. According to results, there is a statistically significant difference by gender in favor of women. ( $p<0.05$ ) There is not a statistically significant difference by parent's education. Smoking is effecting healthy life styles behaviors as negative. ( $p<0.05$ ) According to socio-economic level of student's parents, there is statistically significant difference between groups. ( $p<0.05$ ) The students whose families earn higher have higher HLSB mean than others.

It is observed that students have low HLSB mean ( $\bar{x}=134,02$ ). According to study, students acquire behaviors which effect their life styles negatively during the university education. This can led to students fail in education and being apart from the main purpose of university. In this context, the students' purpose of taking university education need to be investigated.

**Keywords:**

Healthy Life Styles, University Students, Healthcare Management, Life Styles Behaviors

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**What Do Leaders Really Do?**

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**Abstract**

Leadership concept can be dated back to beginning of gregariousness. People who live together have always been in search of a leader to communicate with other human societies, to be able to solve interpersonal problems, to learn ways of hunting and sharing. Both religious leaders and non-religious ones have had critical impacts on human thought and development. As humanity evolves and business practices changes, leadership functions have also changed. This paper aims to bring a different perspective to the functions of the leadership in business rather than traditional explanations and roles of leadership. Leadership has one of the most important impact on organizational success. Leaders can motivate workers to do their job well. Workers can provide high performance when they are motivated. Leaders can set inspirational goals and induce workers to realize this kind of goals. Leaders use different kind of power while they are doing it. There are variable sources of power such as legitimate power, charisma, coercive and rewarding power. However, what do leaders really do? No matter which leadership type they have, which source of power they use, there are certain actions they take in organizations. They have following roles; leader is a practitioner, leader is a planner, leader is an expert, leader is a spokesman, leader is a controller, leader is a person rewarding and punishing, leader is an arbitrator and mediator, leader is a group symbol. Although the weight of these functions varies according to the type of leadership, each leader fulfills these roles in the business.

**Keywords:**

Leadership • Leaders • Leaders' functions • Business management

**Shared Leadership Perception at Primary Healthcare Institutions**

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**Extended Abstract**

Leadership is the capacity of an individual to influence, motivate, and empower others to contribute toward the effectiveness and outcome of the organization. Especially in primary health care because of its integrated nature with secondary health care systems, health care workers need “shared leadership”. In research literature, shared leadership, collective leadership, and distributed leadership are used interchangeably, while team leadership is commonly viewed as a slightly different stream of research

This study aims to determine the perception of shared leadership among primary care health service providers in Edirne, Istanbul, Kocaeli. Shared leadership committees have become a current way for managers to empower staff members in an era when high pressure and busy schedules are the norm for leaders like health care institutions. Using a qualitative review approach, experiences and knowledge’s about leadership in primary care were synthesized in order to consider the findings of shared leadership perceptions of family physicians.

From twelve primary care centers 46 physicians accepted voluntarily to involve in this study in these cities. They are 22 from Istanbul, 16 from Kocaeli, 8 from Edirne. Qualitative methodology supplies the opportunity to go beyond and to examine the transformative process of primary care physician in primary care and family practice. This qualitative study was conducted with semi-structured interviews.

After a number of pilot interviews with primary care physicians, open interview techniques, accepted to be the most appropriate methodological strategy in order to achieve the objectives of this study.

Research Question 1: What are family physicians perceptions regarding the ability of shared leadership committees to positively impact family practice center improvement efforts?

Research Question 2: What leadership factors lead to successful shared leadership committees in family practice center?

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Research Question 3: What structures need to be in place to make distributed leadership efforts possible in family practice center and community?

The Atlas.ti program helped to carry out a thematic analysis of the discourses about providing three main themes like shared leadership, collective leadership, and distributed leadership. The essence of leadership was described in relation to a symbol of management. The results of the family physicians survey showed that participants knew that there was a mission or vision statement, but could not articulate what it was. The study also indicated that most of physicians felt that they could participate in the primary care and family practice management wide decision-making process according to their desire. The survey detected that there was a culture of respect between physicians, but not between teachers and none of the public administration in charge of their management. There was also a feeling amongst family physicians that there was no time for collaboration on issues of family practice centers improvement and instruction.

The findings identify the wider importance of leadership experience that goes beyond simply providing primary care physicians. Professional development is needed at primary care in order to train both family physicians and public administrators how to establish properly functioning shared leadership committees. An important aspect of establishing and maintaining shared leadership committees will needed for effective shared leadership in primary health care settling.

#### **Keywords:**

Shared Leadership, Qualitative Research, Primary Health Care, Family Physicians, And Public Administration

**Patient Rights Board Decisions in Turkey**

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**Abstract**

The purpose of this study is to investigate patient rights violations through the decisions of the patient rights board, taking into account the change in board structure and public hospital union structuring. The survey was conducted on board decisions taken in 2012-2015. The data were processed with cross-table technique and the difference between the years was tried to be monitored by Pearson Chi-square test. Public hospital union structure has reduced written complaints of patients and strengthened on-site solutions.

When the causes of patient complaints are examined, half is concerned with the right to benefit from the service, and issues of respect, medical care and information are at the forefront. Approximately half of the complaints are consisted of physicians and one in ten nurses. Significant reductions have been observed in complaints of medical secretaries, cleaners, security personnel and administrative staff when there has been a significant increase in complaints of dentists in the last year.

As a result, patient privacy violations that have been acknowledged by the system and the patients, is destroying human values. Lack of patient information reduces treatment effectiveness. Health worker's seizure-prone work are increasing their exhaustion and triggers insecurity in medical care. Health administrators and educators should be very interested in these issues.

**Keywords:**

Patient rights, Patient rights boards, Public hospital unions

**Evaluating the Efficiency of the Informed Consent Forms of the Patient Files Which Were Notified of Erroneous Medical Intervention**

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**Abstract**

Informed consent is the most important document ensuring that a medical intervention is legal. The informed consent is important for patient rights, as well as for the physicians' right in case of a complication. The purpose of this study is to determine whether the legal requirements of the informed consent process in the erroneous medical practices that were reflected. In the study, 1528 patient files, whose numbers were detected from the computer database of Istanbul Medical Chamber, which were reached from the archive, including the complaints of victims, and their relatives who applied to Istanbul Medical Chamber between 2009 and 2014 were examined. SPSS 20.0 program was used for the statistical analyses. Frequency, percentage and chi-square test were used for data analysis. It was observed that 72.2% of the files had no informed consent form, whereas 27.8% of them had one. It was observed that 44.9% of the existing informed consents were printed but inadequate, 54.1% of them were printed and adequate, 0.7% of them were specially written for the patient but inadequate, and 0.3% of them were specially written for the patient and adequate.

**Key Words:**

Patient, Patient rights, Erroneous medical intervention, Informed consent

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**Do Occupations of Employees and Working Years Affect Level of Occupational Health and Safety Knowledge and Attitude?**

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**Abstract**

If we look over the Occupational Health and Safety (OSH) Law that published 2012 in Turkey, it includes all workers, introduces proactive attitude instead of reactive and for all workplaces like employing Occupational Physician and Occupational Health and Safety Specialist, periodically medical screening, making risk analysis and so on, with this law are made legal obligatory. In this study, it was researched whether there are any differences about all these new law applications that mentioned between knowledge levels of workers in terms of different occupational groups and professional experiences.

The research was made by conducting a survey among public and private enterprises' workers in Trabzon and Gümüşhane cities. From Gümüşhane 20 and Trabzon 11, the total number of institutions that participated in the survey is 31. The questionnaire form is comprised of participants' identifying information and 20 questions that prepared as 5 likert scale. The questions are assessed with 2 factors. One of them is knowledge level of the workers about OSH applications in their workplaces and the other is workers' attitude about these applications. The employees are classified as workers, chiefs-headworkers, technical staff, administrative personnel and In terms of years of employment and working years 0-4, 5-9, 10-14, 15-19, 20 years and over.

When assessed with arithmetical means according to the answers that given to five likert scale, it is determined that from the "occupational groups" technical staff, from "working years" 5-9 and over, from "years of employment" 5-9 and over have more positive attitudes.

**Key Words**

Occupational groups, Occupational health and safety, Years of working in profession and workplace

**Effect of Efficient Recruitment and Adaptation Training on Promotion in a Private Healthcare Organization-Campus**

**Program Example**

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**Abstract**

Benefiting from human resources, which is one of the most important resources of organizations, at optimal level, as well as reintegrating, promoting and developing this resource in the organization is of great importance for organizations to accomplish their objectives and compete in today's conditions.

This study reviews recruitment processes for patient services personnel of a private healthcare organization, assesses adaptation training, and analyzes the effects on promotion.

The patient services personnel recruited in the mentioned healthcare organization may directly start work, or the candidates may be given adaptation training and start working in branches after going through a specific training program. 434 people were recruited as patient services personnel in 2015, and participated in an orientation training called "Campus Program."

When the number of patient complaints in two branches of the healthcare organization are analyzed, the rate of complaints per employee that did not graduate from the Campus Program is 2.83, while the rate of complaints per employee that graduated from the Campus Program is 0.30 in the first branch. In the second branch, the rate of complaints per employee that did not graduate from the Campus Program is 5.89, while the rate of complaints per employee that graduated from the Campus Program is 0.07 in the first branch. According to the data for the end of 2015, personnel turnover rate was realized as 18% for Campus Program graduates and 22% for Patient Services personnel in 2015. Annual personnel turnover rate for the same occupational group was 26% in 2014 and 24% in 2013.

**Key Words:**

Hospital, Human resources, Recruitment, Promotion, Patient services

7-8-9 April 2017, Thessaloniki, Greece. Grand Hotel Palace

**A SWOT Analysis Example for Fighting Earthquake in a Region that Earthquake Risk Exists; Çanakkale**

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**Abstract**

Disasters are unexpected events that require a quick decision, that destroys normal life and that are inevitable and part of human life. For this reason, it is necessary to reduce the damage of disasters as much as possible and to increase the effectiveness of post-disaster response and recovery processes. These studies should be carried out according to the plan prepared for strategies that the system determines and examines itself in every way, both internal and external.

The purpose of this study is to do a SWOT analysis and a performance analysis that will be created in order to fight the earthquake in an area where earthquake risk exists.

This study is a qualitative study and it has been conducted by evaluating the findings obtained from documents and data analysis, observations and interviews with the authorities through strategic planning and SWOT analysis techniques.

AFAD (Disaster and Emergency Management Directorate) is strong in terms of the fact that the education level of the society is high, that the approach of the community-based disaster management is adopted in the city and that the institution is directly connected to the Prime Ministry. However, the institution is weak in terms of the fact that the city is in a first degree earthquake zone. In addition, the service building is inadequate and the stakeholders do not act sensitively.

**Keywords:**

Disaster, Management, SWOT analysis, Strategic plan

**Evaluation of Knowledge and Attitudes of Health Institutions' Managers on Crisis Management; Kahramanmaraş City  
Centre Example**

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**Abstract**

If the term “Crisis” is defined from an institutional or organizational point of view, crisis is a situation that needed to make risk analysis, shows up unexpectedly, threatens the objectives of institutions, disrupts functioning and jeopardizes the purpose of an institution or organizations’ being seriously. Health Institutions are established to improve the health situation of persons whose health is impaired and maintain health. From this point, health institutions are one of the most important institutions. But these institutions are open to several crises like disasters, emergencies and even financial. This study is prepared for offering suggestions about making crisis management plan and measuring the knowledge level of managers in the health institutions in terms of necessity of making crisis management plan and evaluates what they understand from crisis.

The study was done by making appointments with 7 hospital managers. Semi-structured interview method was used. 5 of these hospitals are private, one is training and research hospital and one is public hospital. Totally 21 questions were asked to the participants and the responses was noted down.

It was determined that all participants evaluate “crisis” as a sudden situation when asked what is a crisis. Also they said that crises are situations that can be managed. When asked do you have an emergency action plan in your hospital, they all stated that there is. At the same time, the participants indicated that making a crisis management plan is necessary but there are some educational deficiencies in this regard.

**Keywords:**

Awareness, Crises, Crisis management in health institutions, Disasters and emergencies, Knowledge level

**Evaluation of the Effectiveness of Medical Wastes and Administrative Education Given to Gümüşhane University  
Nursing Students**

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**Abstract**

In parallel to the increase in the number of medical institutions, management of medical wastes is getting more and more important every day. In particular, it is vital that healthcare personnel, who are at risk of exposure to harmful effects caused by wastes in the health field, are informed about medical wastes. The purpose of this study is to compare the levels of knowledge about medical wastes before and after medical waste management education of nursing students at Gümüşhane University.

309 students studying at Gümüşhane University Nursing Department (1st, 2nd, 3rd, 4th grade) were included in this study. 1-3 days before the medical waste and management training, the students were applied a preliminary test with 25 questions and a final test was applied after 3 hours training. The results were evaluated in SPSS 17 statistical program.

In the study, 226 girls and 83 boys were included. The average score of the tests applied to the students before and after the training were  $58.8 \pm 11.1$  and  $77.5 \pm 10.9$ , respectively. The comparison between preliminary and final tests were statistically significant ( $p < 0.001$ ) with Paired Sample Test.

It is concluded that extra trainings about medical waste management applications except courses, may contribute to their ability to have more effective medical waste management knowledge levels in future in their business life.

**Keywords:**

Health, Medical wastes, Nursing students, Waste management, Medical waste training

**Determining the Knowledge and Behavior Levels of the Students Taking Disaster Awareness Training: The Example of Tekirdag Province**

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**Abstract**

The disasters are described as technological or human-induced events that stop or suspend life and human activities and lead to economic and social losses. The human beings show reaction when they are faced with disasters for the first time and have difficulties in dealing with them. The aim of this study is to determine the knowledge, skill and behavior levels of the individuals suffering from a disaster in terms of issues such as survival, finding a safe place, evacuation first aid and search and operations as of the first hours following the disaster.

Within this scope, 128 students taking disaster awareness training in Vocational School of Health Services in Namık Kemal University agreed to participate in this study. The data collection form was prepared by using the studies in literature. The data were analyzed with “SPSS for Windows 15.0” package program. Variance analysis, student’s t test, chi-square test and pearson correlation test were used in statistical analyzes. The results in which P values were  $p < 0,05$  were regarded as statistically meaningful.

In this study, it was also analyzed whether there is a relationship between knowledge levels and behavior levels of students in operational issues of disasters or not. In the correlation analysis conducted in this regard, a very strong positive linear relationship was found between the knowledge levels and behavior levels of students ( $r = 0,762$ ,  $p < 0,001$ ).

Education is crucial in providing information to individuals and turning these information into behaviors. The disasters and emergency cases center upon human behaviors. The disaster awareness trainings and the formation of desired behavior in human beings are shaped on the basis of this. As result of the study conducted, it was found that the individuals who took disaster training were more effective in determining behavior patterns to be developed during and after disasters.

**Keywords:**

Disaster, Disaster Awareness Level, Behavior Patterns, Preparation Level.

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## **II- HEALTH ECONOMIC AND FINANCE**

**A Health System in Terms of Sustainability: The Case of Turkey**

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**Extended Abstract**

Healthcare systems change in every country and every time period. There are several causes inducing health policy makers to revise their country's health systems such as accessibility and equity in health services, sustainability of health system and changing expectations of population. Besides, incentives of international organizations such as World Health Organization (WHO) and World Bank are also a matter of fact to revise health systems. Like other developing countries, Turkey has to adapt these kind of recommendations as well. Therefore, Turkey has been in a changing process since 2002 the date of inception of Health Transformation Program (HTP). Along with HTP, numerous changes have been made. For instance; Public Hospital Associations and Family Health Centers were introduced. Besides, a lot of managerial institutions were formed.

The aim of this study is to compare some pre-transformation statistics and post-transformation statistics. The probable reasons of statistical changes are also discussed. For this reason; physician visits per capita, number of inpatients, daily smokers, alcohol consumption rates and vaccination rates were examined. When it is examined, it can be seen that there is a sharp increase in

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physician visits in 2002 and this increase have continued constantly. Number of inpatients have increased since 2001. However, there is not any reason for these kind of increases in terms of alcohol consumption rate, daily smokers and vaccination rates. While physician visits per capita is 3.2 in 2002, it is 8.3 in 2014. While number of inpatients is 5.508.263 in 2002, it is 13.533.117 in 2015. Alcohol consumption per capita is 1.4lt in 2002 and it is 1.5 lt in 2015. The rate of daily smokers is 32.1 in 2003, it is 23.8 in 2012. Child vaccination rate is 88 in 2001 and it is 97 in 2013.

As it can be understood, there is not any reason to increase health demand in this time period but physician visits and inpatient numbers have increased sharply. This can be caused by General Health Insurance (GHI) which was established by combining three different insurance system. This system allows patients to apply any kind of health institution without need of a referral. So, patients can go freely to university hospitals, secondary hospitals and primary family care centers with a small amount co-payment. Further, patients don't pay more insurance premiums in condition of more using health services and this led to moral hazard problems. So, they can overuse health services. The other probable reason is that after HTP, performance based payment system became prominent and this led to principle-agent related problems; derived demand. For example, caesarean rate is 31.7 % in 2006 while it is 51.1 % in 2013. This can be caused by both moral hazard and derived demand. Maybe a small amount of pregnant need caesarean but this rate is 15.7 in Finland, 16.9 in Sweden, 21.5 in Denmark, 25.2 in United Kingdom and 30.8 in Germany in 2014. It indicates that there are asymmetric information related problems in Turkey health system. Therefore, it can be useful to revise the transformation program and to examine the rate of operations and physician visits. If these rates of consumption continuous to increase the Social Security Institution will have deficiency, therefore to sustain the health system will not be possible. Turkey needs different competing insurance collectors and local commission to control the consumption of health services and a new system with referral chain.

#### **Keywords:**

Health Systems, Sustainability, Healthcare Consumption, Asymmetric Information

**Comparison of Health Financing Systems**

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**Abstract**

There are different financing systems for healthcare over the world. Commonly three basic systems are known for financing; Beveridge, Bismarck and private systems. But contrary to general belief on, there is no system over all countries which provides health services for free. Each system has its effects on delivery of services, outcomes and burden of expenses on people's incomes. So, in order to assess a country's health system, it must be compared to other countries in terms of finance, delivery and outcomes. According to results, the percentage of coverage cost in people's income; %7-9 for United States of America, %4.5-6,5 for United Kingdom, %7,3 for Germany, and %12,5 for Turkey. In Beveridge system, these payments come from taxes but tax rates are higher than other countries and there are strong restrictions on delivering of services. In Bismarck system, employer and employees must pay for health insurance and that requires a strong industry and no informal economy. So, people need to earn sufficiently to can afford health costs. In America, before the Affordable Care Act, employer provided health insurance were dominant in the sector. But now, there are a lot of individual health insurance system that people can choose according to their income and other social conditions. It can be seen that the expenses of health care more catastrophic than other countries when Turkey is compared to other countries. And also people unfortunately don't get accredited health care.

**Keywords:**

Financing ,Health Systems , Health Financing ,Health Insurances

**Cooperative Management Approach for Health and Social Security System**

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**Extended Abstract**

In order to sustain the country's health and social security sector developmental objectives, cooperatives management is to require and improves its health care systems. One area of health and social security sector that has undergone profound change and significant progress is health insurance. Co-operatives are participatory management alliances formed and democratically governed by people who come together to meet common needs like economic, social, cultural and use of important services such as health. Based on the principles of empowerment, education, and community, co-ops operate laterally promoting participation both within their own organization, and through a focus on community interaction and support.

**Methodology**

In accordance with the Cooperatives Law No 1163 in Turkey, Cooperatives are bodies with variable members, variable capital, and legal identity that are established by natural and public legal entities and private administrations, municipalities, villages, societies and associations in order to ensure and maintain certain economic interests and especially the needs of their members toward professional life and living standards by means of mutual assistance, solidarity and service as trustees to each other.” Designing and running social security systems is strongly recommended in developing countries like Turkey. However, co-ops are correlated by society culture, economy of the concerned country, social security is an important issue in the labor life in order to promote workers efforts in industrial life. Co-ops are linked to specific public programmes involving social assistance, social insurance and health insurance.

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Social security plays an important role in providing disability/elderly income and access to health care etc. It constitutes an investment to the extent that it enables people to engage in productive employment, promotes socially sustainable growth and fosters social cohesion. According to The ILO-definition (ILO 1984) there are three main type of social security organization shown in figure 1.

In first types that are economically developing security has to be organized largely by the state institutions. Second systems are for developed countries, the definition members of society have already reached an acceptable standard of living.

Figure 1. How social security are organised according to economic development of a country.

The main idea is to protect these kinds of members from a fall in their standard of living after retirement or disability, rather than to help them achieve a higher level of the latter. However, third system is the enumeration of risks as done in the ILO definition (ILO 1984) refers to a specific ecological and socio-economic setting in Western countries. It covers every risk apart from environmental and medical contingencies like earthquakes, floods, and epidemics. Whereas the understanding of governmental social security system has been dominated to a large extent on health and social security during 70s and 80s, recently a change can be observed in the world.

The world international community has become increasingly aware of the need to broaden the concept of social security and to have a specific look for self-employed and informal sector workers. By the foundation of Cooperative Council for Health and Social Security Insurance cooperatives the implementation of this new system could manage all these conditions. In that case certification and accreditation of the cooperative insurance companies will be done professionally by shared responsibility, joint indemnity, common interest and solidarity.

#### Conclusion

Cooperatives pension saving systems for health, social security services will decrease social and health security payment and may generate a process by preventing deprivation. This will allow more workers to insure themselves against disability, old ages, and illness within formal social security system programmes. A new cooperative health insurance innovative approach to health care development, can serve as a model program for either for developed, developing and underdeveloped countries undergoing rapid health sector development.

#### Keywords:

Cooperatives, Pension, Social security, Health care

**Investigation of Public Hospitality Efficiency Levels after the Public Hospitals Association Construction**

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**Abstract**

The rapid increase in world population has also brought fast growing a demand increase. However, it becomes very difficult state for organizations to respond the demands with scarce resources on their hands. Therefore, this situation has forced businesses to re-organize their organizations. In this context, there have been significant changes in the health care system within the scope of Health Transformation Program (HTP) in Turkey as of 2003 year. As a step in the ongoing the reform process in 2012, the public hospital management system has been revised.

To examine the total factor productivity on public hospitals of the change in public hospital management at the end of 2012 within the scope of HTP and compare the results with the efficiency values of other hospitals (university hospitals and private hospitals).

This study is a quantitative study and data of the study were obtained from the General Secretariat of the Trabzon Public Hospitals Association. The obtained data were analyzed by Malmquist Total Factor Productivity (TFP) Index technique. The DEAP 2.1 package program developed by Coelli (1996) was used to calculate the data.

The change in TFP in public hospitals with 150 beds and above was observed as 10.9% compared to 2012, whereas this rate was found as 2.4% in public hospitals under 150 beds. The overall average of the value is 6.1%.

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As a result of analysis the data with the Malquist TFP Index of 13 hospitals in the province of Trabzon, it was observed that the new practice positively affected the total factor productivity in public hospitals.

#### **Key Words:**

Public Hospitals Association, DEA, Malmquist Total Factor Productivity



## **III- HEALTHCARE SERVICES AND NURSING**

**Determination of the Environmental Risk Detection and Environmental Children of Vshs Students**

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**Abstract**

Many problems related to the environment are related to the perception of attitude, knowledge and environment as well as the perception of false risk towards the environment. The aim of this study is to determine the environmental risk perceptions and environmental attitudes of the students of Vocational School of Health Services of the University of Avrasya (VSHS).

As a result of the literature survey, a personal information form was created and Environmental Attitude Scale, developed by Slimak and Dietz (2006), Environmental Attitude Scale developed by Şama (2003), was used in the study. The prepared form and scale are applied to first and second grade students who could be reached. The obtained data were analyzed with SPSS package program.

As a result, the average score of environmental risk perception score of VSHS students (5.60) and the average score of environmental attitude score (3.59) were determined. It was determined that there is a significant difference between environmental risk perception and those who think that gender and environment courses are necessary. A significant difference was found between

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the environmental attitude score average and gender, income, enrollment in environmental education at university and membership status to environmental organizations. It is suggested that more importance should be given to environmental courses, environmental should be obligatory in universities and environmental activities should be organized, awareness raising activities of environmental organizations and environmental activities should be promoted.

#### Keywords:

Environment, Environmental Attitude, Environmental Risk Perception, Environmental Problem, Students.

#### Current Status of Dialysis Technician Profession in Turkey

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#### Abstract

The regulations on the opening and working conditions of dialysis centers in Turkey were renewed the latest in 2010 with the amendments made according to the changing conditions in years. According to this regulation, dialysis technician profession was not the reason for preference at the higher education institutions as dialysis technicians were perceived at the beginning as employees defined as technician, even though they are accepted as employees with the same duties and authority as the nurses. The duties, authority and responsibilities of dialysis technicians with associate's degree are the same with the certified nurses who have a high school and graduate degree. As levels of the received education are not the same, this causes some problems in work life. Along with the educational difference between the dialysis nurses and dialysis technicians, another problem is that the educational context among the departments of dialysis technician profession at the universities are not similar.

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The purpose of this study is to provide solution suggestions for both the duties, authority and responsibilities, and the educational standardization by comparing the educational levels of the employees working at similar positions and the educational content, in Turkey and abroad.

#### **Keywords:**

Dialysis, Technician, Education

#### **Retrospective Analysis of Unnecessary Test Prompts In Terms Of Rational Use of Laboratory: Serology Laboratory Case**

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#### **Abstract**

This research aims to analyze the examination demands requested by medical departments to microbiology laboratories in terms of necessity, cost and with retrospective approach.

Unnecessary test demands is an issue worth investigating in terms of the cost, patient safety and employee safety. This study aiming a retrospective analysis of test requests at a certain period is the first study made on this sample.

A total of 2820 test requests made between 01.02.2015-10.02.2015 were analyzed retrospectively. This analysis was based on the history of the patient and past laboratory results. The generated data sets entered into SPSS 22 and Excel 2013 program results were obtained. "Redundancy status" of the test requests was determined by taking the clinic which demands the test, the gender, age, pre-diagnosis and the diagnosis of the patients, all the medical information recorded in the hospital information management system taken into consideration.

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As a result of the analysis, total number of redundant test claims made was found to be 382; the rate is 13.5%. It has been shown that the shares of the medical departments in making unnecessary tests requests are (4.89%) for pediatrics department, (4.22%) for internal medicine department, (2.06%) for family medicine department and (2.38%) for other departments. The cost of unnecessary testing took place in the organization during the aforementioned period was 3083.20 TL with current prices determined by 2015 Health Practices Notification. The annual cost of redundant tests was reaching 55497.60 TL.

Redundant tests prompts made to the laboratory has created a financial burden for health service providers, clinicians' unnecessary tests claims cause the loss of time and labor in laboratory work and constitutes loss of time and negative situations for healing process of patients. It is required clinicians touse diagnostic algorithms, test claims should be made on hospital information management systems only by clinicians. Health managers should focus on the waste of time and labor and develop proposals for solutions.

#### **Keywords:**

Unnecessary test prompts • Cost of unnecessary testing • Retrospective Analysis

### **The correlation between burden of disease and 8 human resource indicators, 4 technical resource indicators and 2 infrastructure indicators in 50 European and Central Asian countries**

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#### **Abstract**

The purpose of this paper is to assess if there is a linear correlation between burden of disease and 8 human resource indicators, 4 technical resource indicators, and 2 infrastructure indicators. WHO data from 2004 was used comprising 50 European and Central Asian countries. Burden of disease indicator was paired successively with the 14 resource indicators and Pearson linear correlation coefficient was calculated for the pairs. The  $r$  correlation coefficient was compared with critical values of  $\alpha = 0.05$  and  $\alpha = 0.01$ . It was found that there is a linear correlation with 4 indicators, a strong linear correlation with 4 indicators, and a very strong linear correlation with 2 indicators. No correlation was found with 4 indicators. The research shows which resources don't have are not linearly correlated with burden of disease and which do, to what degree. It can provide policymakers a hint to increase resource allocation efficiency, provides an insight regarding various flaws of health systems and sheds light upon the influence of non-specific factors (infrastructure) upon the health system.

#### **Keywords:**

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**The Effect of Personnel Nutrition on Work Productivity**

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**Abstract**

Human health and productivity is closely related to nutrition. In particular, employees' nutrition plays an important role in their efficiency. If an employee be deprived of adequate and balanced nutrition, production rate of him decreases. When the energy and nutrients requirements of the job aren't taken into the body, the resistance of staff will decrease to diseases and absenteeism rate rises. In addition for the adversely effects of the lack of energy and nutrients, the rate of accidents at work and occupational disease rate increased and this causes to reduction in the production ultimately led to a fall in production, as well as of labor in society in general, and their economic development slows down and weakens. As a result of all these production rate decreases, thereby decreases productivity and increases health care spending. The aim of this study is to reveal impact of staff's nutrition on work efficiency and work accidents. In this study, the place of nutrients in staff's nutrition and the impact of staff's nutrition on labor productivity is emphasized. The method used in this study is searching literature sources between 1960 and 2009. After that literature sources are edited in an appropriate order to reach study's aim. In this study, it is founded that at the beginning of the nutritional problems seen in employees are not giving food in workplaces or giving unsuitable foods, economic inefficiencies, lack of education and wrong eating habits. In studies, work performance and work accidents are reported to have an important relationship with staff's nutrition.

**Keywords:**

Staff's nutrition, Labor productivity, Work efficiency, Work performance , Work accident

**The Effect of Patient Nutrition on Patient Satisfaction**

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**Abstract**

The meals provided in the hospitals have an important place in terms of patient satisfaction. Also, quality of hospital meals and hospital catering services have a great importance in increasing patient satisfaction about general hospital services.

The aim of this study is to determine quantity of hospital catering services' effect on overall patient satisfaction by comparing the field works done at Gumushane State Hospital and at several hospitals in Turkey.

A field study and literature studies have been done for this study. Patient satisfaction in Gumushane State Hospital was investigated by using Likert method with 5 factors in the field study. Also, we collected datas of five studies investigated the patient satisfaction about hospital catering services via literature research.

It has been found that the satisfaction level of hospital catering services is lower than the satisfaction level of general hospital services in all hospitals. The points of this level varies between 0.18 and 1.3. When the average satisfaction rate of hospital catering services was taken out from the average of general hospital services satisfaction rate, it was found that the average score difference was 0.62. When the difference is set as a percentage, it is found that there is a proportional difference between 4% and 32% and the average of difference corresponds to 16,3%.

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As a result, it has been understood that patients generally are not satisfied with the catering services conducted in hospitals and the level of satisfaction about catering services reduces the overall satisfaction level of the hospitals. Because of that, it is recommended to hospital managers to spend a special effort to improve hospital catering services.

#### **Keywords:**

Patient, Hospital, Patient satisfaction, Hospital meals, Hospital catering services

#### **A Research on Determination of Impact of Socioeconomic Factors in Oral and Dental Health Services**

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#### **Extended Abstract**

The importance given to oral and dental health is one of the developmental indicators of a society. Research has shown that social and economic factors have great effect in individuals accessing oral and dental health services. The improvement of the oral and dental health level of a society will only be possible through the provision of protective oral and dental health services instead of treatment services. In Turkey, oral and dental health services are provided with a stress on treatment focused oral and dental health services and prosthesis, with no systematic application encompassing the whole of the country's population.

In improving oral and dental health, the exact determination of oral and dental health values is important. Oral health is known to be among the serious health problems of the public. Bad oral hygiene is related to the nutrition, sleep, and learning of an individual. Bad oral hygiene should be controlled through early introduction to protective treatment, especially in children under risk. This study was performed in order to determine the relationship between the socio economical levels of individuals and their oral

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hygiene, exhibit the present situation, and make suggestions for protective oral and dental health services. In this manner, the efficient management of the protective oral and dental health of individuals and the easy and cheap access of individuals to these services is seen as the ultimate goal.

This study was performed in a private dental clinic operating in Istanbul in the June-August of 2014-2015. No sample was selected in the study, and 150 patients who applied to the clinic within the relevant study duration and agreed to participate in the study were included in the study. In the first section, questions regarding the socio demographic characteristics and the oral and dental health of the patients were included. In the second section, special examination findings to be filled out by the dentist were included, and in the later sections questions regarding the bacterial plaques (Silness-Löe) and DMFT indexes were included. In data analysis, descriptive statistics, one way variance analysis, independent t test, and chi squared analysis were used. Data was analyzed using the SPSS 16.0 program. Results were evaluated at a  $p < 0.05$  significance level.

According to study findings, the average bacterial plaque index score was 1.65 and the average DMFT index score was 6.87. The most important three factors affecting oral hygiene levels were found to be occupation, income level, and education status. As a result of the analysis performed between the DMFT scores and socio demographic characteristics of the patients, meaningful relationships between the age, gender, marital status, occupation, and education variables and the DMFT scores were found. Statistically significant relationships between the presence of missing, decayed, and treated teeth in the mouth and oral hygiene were found. Those with missing, decayed, or treated teeth in their mouths were found to have worse oral hygiene compared to those who didn't. As a result, it was determined that low education and socio economic status have important roles in decay formation. As education levels and socio economic status increased, so did awareness on oral and dental health. Tooth brushing rates also increased with socio economic status. Thus, oral hygiene was affected positively. In this direction, it can be said that protective treatment, which is the most important topic within the scope of the protection of oral and dental health, should become a state policy. Protective health services should be included in first step health services and the definition of family dentist should be made.

#### **Keywords:**

Oral and dental health, Protective health services, Health management

**Analysis of Patient Fallings Which Happened in a Private Hospital in 2009-2015 and Their Effects on Maintenance Cost**

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**Abstract**

In this study, resultant time zones, unit, place, reasons of falling, age group of the patients, diagnosis, dispersion of fallings according to branches and their examination in terms of cost and developing institutional proposal to decrease of all falling incidences in Istanbul, in a private institution among the years 2009-2015 were aimed. System of the study, planned as retrospective and depictive, built 85 falling incidences that happened among the dates of March 2009- December 2015. It was detected that count was redundant when we look at the time zones of our study, in 72% of in-patients at night and more than %94 of out-patient groups in day time. When looked at age groups, it is detected that falling is high in 46% of adult and 46% of elderly patient group. When examining the fallings in terms of branches, fallings were detected more in out-patient groups, 26% of Orthopedics patients, in in-patient groups, 26% of Oncology, with 21% of Brain Surgery patients. Fallings rates are 61% high in tracked in-patients in internal branches, and 26% Surgical incidences and 4% Minimal invasive incidences follow this. When whole fallings analysed, three places that the falling happened are 34% beds, 25% restrooms, 12% rooms. When falling reasons analysed, 20% of them are balance loss, 18% of them are discharge needs, 16% of them are alone mobilization. In the study fallings happen more in advanced

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age, Oncology, Brain Surgery and Orthopedics incidences. It was detected that fallings intensify in distincts clinics and most of the patients fall from beds and secondarily fall in restrooms. 9% of the fallings resulted with physical injury. It was determined that injuries and complications needing operation increase the cost and in other patient groups, they increase the cost because they extend the tracking and staying time in the hospital. Some of the risk factors can be prevented by proactive approach. It is known that right evaluation of risk factors and right measure takings decrease the patient fallings. Assessing the implementation for the patients in 2009-2015, they created 127.530 TL cost in 7 years.

#### **Keywords:**

Patient fallings, Patient safety, Cost, Physical injury, Risk of falling

### **Perceived and Expected Service Quality in Healthcare Services: An Application in A Private Dental Clinic**

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#### **Extended abstract**

Institutions that aim to survive and succeed in today's competitive environment should focus on the concept of service. The structural characteristics of service make it even harder for institutions that focus on the concept of service (which is increasing in importance daily) and aiming to reach the quality of service necessary for customer satisfaction. Patient satisfaction, which has come to light in recent years, is one of the indicators of service quality. In this context, factors such as increasing competition, increasing incomes, patients becoming more aware, increases in technological advancement, and the development of health insurance businesses have made it mandatory for the management market to give importance to customer satisfaction in order to continue competition. In the dense environment of competition, institutions that want to survive have started to do the right job at the right time in the right manner using the right tools, and give the necessary importance to patient satisfaction.

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In the general sense, patient satisfaction depends on the service meeting the expectations of the patient or the perception of patients regarding the service given. The aim of this study is to determine in which dimension patient expectation and needs realize regarding patient satisfaction oriented services given at “private dental clinics”, and to exhibit factors that determine service quality and patient satisfaction. Thus, an effort was made to determine the expectations and perceptions of service recipients regarding this service, and whether these perceptions met these expectations.

This study was conducted in a private dental clinic in Istanbul between June 15<sup>th</sup> 2014 and August 15<sup>th</sup> 2014. No sample selection was made in the study and 200 patients who presented at the clinic in the relevant study duration and agreed to participate in the study were included in the sample. A questionnaire technique was used in the study. The questionnaire consisted of two sections. The first section included questions regarding socio demographic characteristics, while the second section included the questions of the SERVQUAL Service quality scale. Data obtained from the study was subjected to a reliability analysis, and all of the sub dimensions of the scale were found to be highly reliable. Findings were evaluated at a confidence interval of 95% and a significance level of 5%.

When the Expected and Perceived Service Quality levels of the patients were examined the SERVQUAL scores Physical characteristics, Reliability, eagerness, Trust, Empathy, and General Service Quality were found to be high. When the SERVQUAL score averages perceived after clinical service were examined, they were found to be separated by perception more than expectation. In this study, performed in a private dental clinic, the expectations of the patients regarding patient centered clinical method were found to be high, and contrary to many studies in literature, it was found that patients thought that their expectations were mostly met, that dentists were aware of the expectations of patients, and that the dentists perceived themselves as mostly meeting patient expectations. As a result, moving from the point that what is not defined can't be measured and thus can't be managed, first, the measurement of health service quality and patient satisfaction should be ensured. When it is thought that the quality expectations and satisfaction perceptions of patients may change in time with the effect of factors such as developing technology and increasing income, quality should be invested in and how much he expectations of patients are met should be measured continuously. It is thought that benefiting from models proven in validity and reliability such as SERVQUAL will help not only businesses providing oral and dental health services but also all health services. In order to increase the generalizability of the findings of the study, the same or similar studies can be repeated in greater participant numbers and time intervals. As the subject of a further study, these findings can be compared to analyses made at other clinics and the service dimension most valued by patients can be exhibited. Thus, a guideline can be provided to private clinics that are to be newly built or entering a renovation process regarding which subjects they should give more importance to.

#### **Keywords:**

Service quality, SERVQUAL Management, Private dental clinic

**Disaster Management within the Scope of Building Management in Hospitals: Elazığ Province Case**

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**Abstract**

Disasters are the consequences of natural, technological and human-induced events, which cause physical, economic and social losses for humans, affect communities by stopping or interrupting normal human life. Hospitals play a fundamental role in providing health services to people during and after a disaster. Therefore, they need to make their own planning and preparations in order to be able to provide the services in an uninterrupted and in time.

To determine the disaster management knowledge level of hospital employees in the scope of building management of the hospitals that has been taken as samples.

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The universe of the study consisted of all male and female employees of Elazığ Harput Training and Research Hospital and Elazığ Firat University Medical Faculty Hospital. The sample was determined by random sample method. 160 survey samples has been conducted.

Reliability analysis of the questionnaire was conducted with Cronbach's Alpha and the questionnaire was reliable at acceptable level (0.907). Data from questionnaire forms were analyzed using the SPSS 17.0 FOR WINDOWS package program.

Disaster awareness is not at the highest level, but hospitals are being prepared for a number of disasters. It has been found out that disaster consciousness differs at the hospital level and at the same time is affected by the health workers job and gender. At the point of preparation and intervention, health personnel stated that they did not know the tasks assigned to them clearly and in detail and that they had not enough information about disaster plans of the institution.

#### **Keywords:**

Disaster, Hospital, Planning, Education, Awareness

#### **Alcohol and Mellitus Diabetes**

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#### **Abstract**

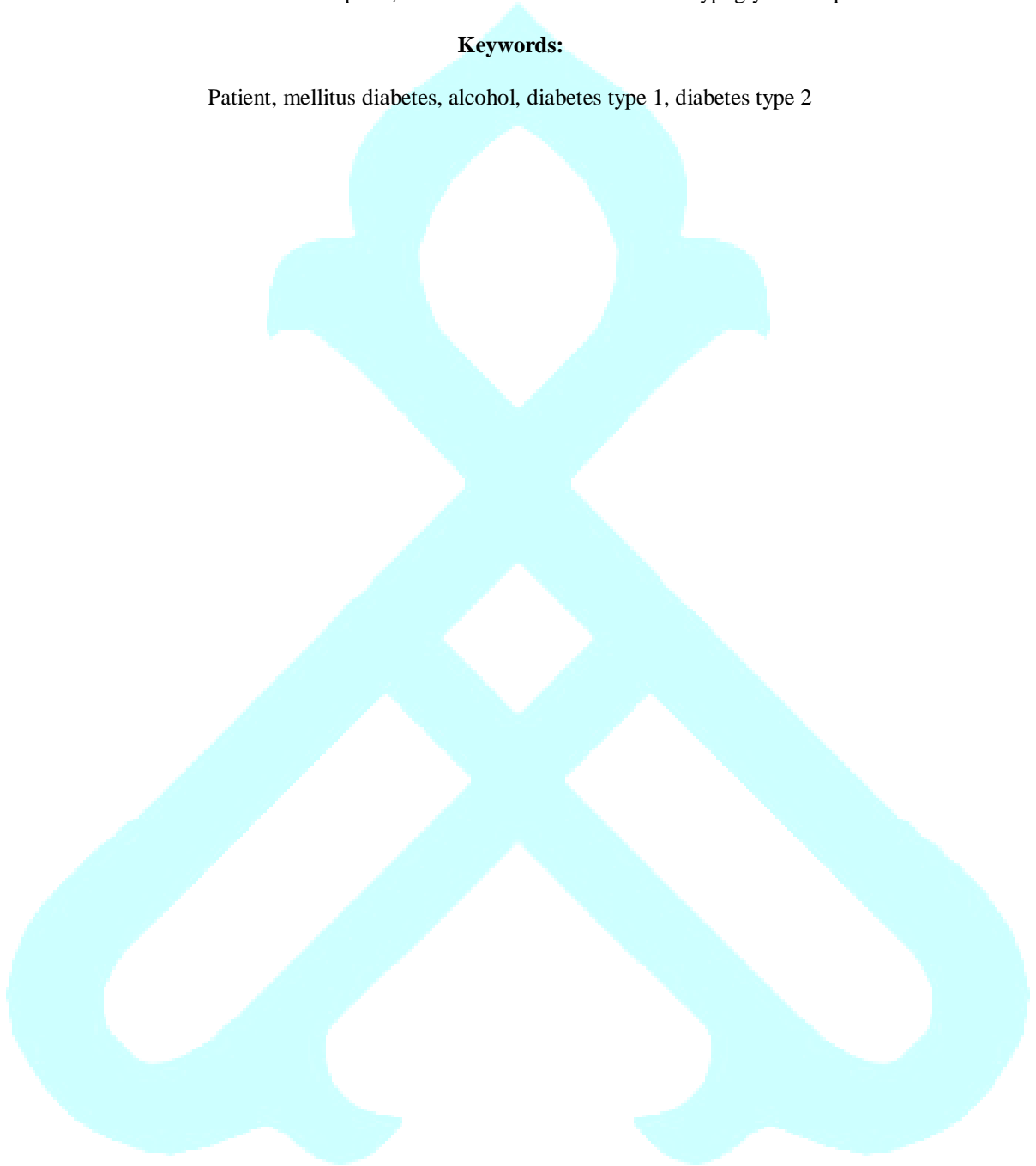
Alcohol consuming is a part of everyday life eating habits for patients with Mellitus diabetes, and this habit many times causes a lot of problems in their health. The aim is to highlight the effects in diabetes patients health, reckless drinking, the contribution of exercise in promoting quality of life for the patients with diabetes type 1 and 2. Data collected from recent articles related to this subject mainly using an online database with key words: patient, mellitus diabetes, and alcohol. Criteria for exclusion were the

### **3. International Journal of Health Administration and Education Congress (Sanitas Magisterium)**

language of the articles only Greek and English written articles were used. Even if moderate consumption could increase blood sugar levels, excessive consumption could reduce blood sugar levels dangerously, especially for patients with Type 1 diabetes. Especially alcohol: Interacts with medication, and there is a danger, Stimulates appetite and food over consumption could affects glycemic control, Increases the levels of triglycerides in the blood and the arterial pressure and causes flushing, nausea and increases coronary pressure. Health care professionals must help patients with diabetes to understand that consumption of alcohol must be slow and combined with food consumption, in order to avoid the chance of hypoglycemic episode.

#### **Keywords:**

Patient, mellitus diabetes, alcohol, diabetes type 1, diabetes type 2



#### CRITHINKEDU: Actions and Preliminary Findings from TEI of Thessaly Team

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#### Abstract

Critical thinking is defined as the mental process of actively and skillfully perception, analysis, synthesis and evaluation of collected information through observation, experience and communication that leads to a decision for action. Funded by the European Commission under the Erasmus+ Programme, the **“Critical Thinking Across the European Higher Education Curricula – CRITHINKEDU”** project aims to improve the quality of learning in universities and across different sectors, and to support the development of Critical Thinking (CT) according to labor market needs and social challenges. The research team from TEI of Thessaly in order to collect evidence of needed critical thinking skills from different sectors and professional areas, organized and conducted interviews in two focus groups. The focus groups were from the public and the NGO sector. Sixteen (16) persons with managerial experience were participated. For the analysis of the result from the interviews the Facione et al. tables for CT Skills and CT Dispositions were used (Delphi Report, ERIC ED 315-423, Facione et al, 1990). Eight tables were finally conducted, two for each professional field, Education, Information and Communication, Administration and Health. Data analysis showed that participants mentioned that most of critical thinking skills and dispositions are needed and are important to be held by employees in those four professional fields.

#### Keywords:

Education, Nursing, Critical thinking



**The Impact of Parent's Mental Illness on Family Members**

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**Abstract**

When a family member, especially a parent is sick or develops a mental disorder, the life of the whole family is affected. It is estimated that about a 40% of people hospitalized in psychiatric hospitals or psychiatric clinics are parents of underage children. Aim of this study is to highlight the impact of parental mental illness on family members as well as the problems in the parent - child relationship. The methodology of this study included search of review studies and research in leading databases such as PUBMED, MEDLINE and IATROTEK. The criterion for the selection of the articles was the Greek and English language. Research children that their parents suffering by a severe mental disorder are more likely to develop a mental disorder or to face various other problems, due to the psychosocial environment in which they grow. When a parent has mental problems, especially when severe and / or chronic, this means that the security and child's emotional stability is threaten. A parent's Mental disorder can affect children, other family members, the parental role and relationship between the parent and child as well. Parental role itself, along with the requirements that is comprising, often expedites and affects parental mental disorder. The psychiatric assessment of a patient who is a parent must also include the assessment of its ability to fulfill the parent role.

**Keywords:**

Mental illness, a parent with a mental disorder, impact of mental illness

**Mellitus Diabetes and Exercise**

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**Abstract**

Systemic exercise is effective in the prevention of Mellitus diabetes and better regulation of blood glucose not only in Type 1 but also in Type 2 diabetes. The aim of this study is to emphasize the contribution of exercise to the promotion of the patient's quality of life in Type 1 and Type 2 diabetes. Data collected from recent articles related to this subject mainly using an online database with key words: patient, Mellitus diabetes, and exercise. Criteria for exclusion were the language of the articles only greek and English written articles were used. Chronic systemic exercise increases the glucose uptake from cells and helps to reduce glycosylated hemoglobin (A1C). Reduces body fat and the tendency for obesity. Also, improves vascular function and contributes to the prevention of hypertension. Moreover, an exercise in order to be effective there must be precautions taken before, such as: checking for coronary artery disease and leg ulcers, glucose measurement, adjust calorie consumption and ensuring hydration of the person who will be presented in exercise. Health care professionals must help patients with diabetes to understand that exercise is a part of their treatment, and it is necessary for their health.

**Keywords:**

Patient, mellitus, Diabetes type 1, Diabetes type 2, Diabetes and Exercise

**Mental Health and Exercise**

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**Abstract**

Exercise is inseparably connected with mental health, and to be effective, it must be an integral part of humans' everyday life. The aim of this study is to emphasize the contribution of exercise in mental health promotion and the quality of human life. Data collected from recent articles related to this subject mainly using an online database with key words: patient, mental health and exercise. Criteria for exclusion were the language of the articles only greek and English written articles were used. There is no difference in aim and methods of exercise among people with anxiety and stress and normal population unless they have extra health problems. An exercise program could include aerobic exercise, strength training, mobility and balance exercises, relaxation techniques and breathing exercises. Also, walking, running, gym and resistance exercises could be applied in persons with intense stress and anxiety. Exercise in order to be effective and to promote people's the mental health must be very satisfying and related to positive changes in mood.

**Keywords:**

Patient, Mental Health, Exercise

**Military Nurses in Byzantium**

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**Abstract**

The deal with the needs of the wounded in the battlefields during the Byzantine era contributed to the use of a new category of professional nurses, the military nurses. The aim of this study is to highlight the contribution of military nurses in addressing the needs of wounded soldiers during the battle in the Byzantine era. The material of study results of scientific articles, medical texts and historical writings on the subject with keywords Byzantium, war, wounded, care and nurses. Exclusion criteria of articles were the languages other than the Greek and English. In various wars conducted by the Byzantine army took part and military nurses behind their military decree at a distance of 30 meters from it and called « Scrivones and « Deputatous». The « Scribones» and «Deputatous» caring for the wounded in the battlefields of the Byzantine army exercised a very difficult and risky duty even for their lives.

**Keywords:**

Byzantium, Battlefield, Wounded, Care, Nurses

**Patients in Hemodialysis and Exercise**

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**Abstract**

Exercise is effective for dialysis patient because it help them to have an independent life. The aim of this study is to emphasize the contribution of exercise in the promotion of the patient's quality of life in dialysis. Data collected from recent articles related to this subject mainly using online database with key words: patient, hemodialysis, renal disease and exercise. Criteria of exclusion were the language of the articles only greek and english written articles were used. The aim of the programme of therapeutic exercise is the reduction of the mortality, the improvement of the quality of life and the increase of survival perceptance of the patients in hemodialysis. Therapeutic exercise could be: aerobic exercise (long duration and low intensity) resistance exercise – weights and tires and combination of them. It could be before, after or except for hemodialysis and it could be continuous or intermittent. Physics proficiency levels are survival rates for patients with renal disease and helps them to remain independent and self-handlers.

**Key words:**

Patient, Hemodialysis, Renal Disease, Exercise

**The Treatment of Patients with Mental Health Problems in Ancient Greece**

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**Abstract**

In ancient Greece the treatment of the patients with mental health problems was familiar. Physicians and philosophers dealt with the mental illness and their treatment. The aim of this study is to highlight the contribution of the ancient Greek physicians and philosophers to the treatment of the mental ill. The study material consisted of scientific articles, medical and historical writings on the subject with keywords: mental illness, ancient Greece and treatment.. Only articles in Greek and English were included. Hippocrates (460-380 BC), first described the clinical picture of mental illness. He knew mania and melancholia and constituted bleeding and spa therapy for treatment. The physician Asclepiads (1st century BC.) also, rejected the closure of the mental health patients in cells and the use of force or flagella. Plato philosopher (428-347 BC) stresses the emotional significance of music. Those who systematically contributed to the treatment of mental diseases was the philosopher and sophist Antiphon (5th century BC.), who invented a special technique to avoid Sorrow (art "Alypa"). Studying ancient physicians and philosophers realize that all of them tried to cure patients with mental illness based on their knowledge about life and human.

**Keywords:**

Mental, Illness, Ancient Greece, Treatment, Philosopher, Physician

**Therapeutic use of Ventuza in Ancient Greece**

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**Abstract**

The use of suction cups as a remedy already starts in antiquity and was a frequent and familiar method of the time. The aim is to highlight the contribution of suction cups for use in the treatment of ancient era. The sample consisted of scientific articles, medical and historical writings on the subject using keywords suction cups, therapy and ancient era. Exclusion criterion of articles was the language than the Greek and English. The suction cups are in Medical tools, findings of which already exist from the pre-Roman era. Their material is predominantly copper or brass, silver and glass. According to Kelso (II, 1) their activity is due to heating and suction of the burning air to the body site to be applied. While suction was distinguished in bloody and bloodless. Moreover, despite the differences that brought the passage of time, their use remained constant to the current era. The therapeutic effects of the suction cups were known to the people of antiquity and used as a therapeutic agent by the healers.

**Keywords:**

Suction cup, therapy, ancient era, Kelso, pre- Roman era, bloody, bloodless

**Unintended Awareness under General Anesthesia**

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**Abstract**

Awareness under general anesthesia is an infrequent phenomenon during which patients become cognizant of some or all events during surgery or any procedure conducted under anesthesia. This review aim a) to provide an understanding of what awareness under anesthesia entails or should entail, and b) to identify the reasons of this phenomenon. Literature review is based on both review and research articles, conducted during the period 1995-2005, derived from Americans Society of Anesthesiologist and Americans Association of Nurse Anesthetists. The inadequate anesthesia is the main cause of awareness (consciousness) under anesthesia. Insufficient anesthetic (thus allowing a state of consciousness that permits memory formation) results from inadequate dosing. Inadequate dosing presumably include situations where low concentrations are selected in response to the patient's conditions (e.g. hypotension) , inadvertent paralysis of an awake patient , as well in situations where a patient may have a larger than expected anesthetic requirement Another cause is the incomplete or inadequate equipment. Awareness experiences can frighten patients and impact their memories in way that can affect them psychological (intrusive thoughts, nightmares, post-traumatic stress disorder). The brain monitoring (BIS) should be alert to the possibility of awareness during anesthesia and adjust anesthetic medication dose to avoid reoccurrence.

**Keywords:**

Awareness, General Anesthesia, Brain function monitoring, Intraoperative care plan, Retrograde amnesia

**Web Based Mental Health Promotion**

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**Abstract**

The use of Internet has influenced and substantially transforms the way that information is transmitted, but also the way that people are communicate. In health care has multiple applications, giving the person the opportunity of direct access in low cost prevention and health promotion services. This literature review aims to present web based actions and interventions, which are applied in order to promote the mental health of individuals and populations. Literature review was performed in the databases "PubMed", "PsycINFO" and "PSYINDEX", for articles published from 1990 to today. The search terms that used were "Internet", "action", "assistance", "mental health" and "health promotion". The web based mental health actions are including a wide range of interventions, from the simple provision of information through websites, to advanced therapies interactive online applications, mainly behavioral approach (CBT). Through the internet are offered psychoeducation, participation in online therapy groups and individual counseling and support in stress management, decision making and interpersonal problems. In addition, the use of smart phones and the opportunities they provide, further widening the environment of development and application online interventions and therapeutic relationships. Web based mental health actions including a wide variety of interventions. They give to people even in remote and isolated areas, direct access and low cost, in promotion and treatment services, ensuring anonymity and contributing to emotional expression. Of course, the use of Internet and such application does not aim to the replacement of human contact, but complementary, offering prevention capabilities in a wide range of populations.

**Keywords:**

Internet, Web actions, Mental health, Health promotion interventions

**Treatment Options for Xerostomia in Elderly**

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**Abstract**

**Introduction:** The problem of xerostomia for elderly people is important as well as daily mediates many factors that aggravate it, affecting the quality of life of the elderly. **Purpose:** The aim of this study is to list the factors that contribute to the occurrence of dry mouth in the elderly and refer to the treatment options .. **Method:** The study material consisted of recent articles on the subject that were found mainly in electronic databases using keywords: dry mouth, old age , nursing care, treatment. Only articles in Greek and English were included **Results:** Xerostomia is a subjective feeling of dryness of the mouth. The main factors occurrence in the elderly people is the extensive irritation of the mucous membranes of the oral cavity, infections by viruses, fungi, bacteria, depression, anxiety , various medications and poor oral hygiene . In order to treat xerostomia it is suggested either alter the dosage or prescribe another drug , to replace lost secretions with saliva substitutes , to protect teeth and denture and to be modified the diet. **Conclusion:** Nurses are required to know everything related to xerostomia (causes, medications, treatment) in the context of prognosis and health promotion so that the elderly to be treated earlier by the health services.

**Keywords:**

Dry mouth, old age, nursing care, bacteria, medicine

**The Effect of Burnout Syndrome in Nurses upon Organizational Commitment**

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**Abstract**

There are certain objectives adopted by the organization in our environment. Changing organizations in keeping with the conditions of the environment, resources and personnel that are working towards achieving these objectives appear along with. Achieve these goals set by the organization, development, growth in short be successful; It is carried out to comply with the objectives of the organization and its employees.

The concept of job burnout of employees in the business environment to increase the burden of unnecessary positions changes, the lack of team spirit for a long time is defined as a response to stress resulting from exposure to job stress. The reduction of burnout and job satisfaction, in place of the absent unwillingness cases, running out of energy, which means a decrease of success.

This harmony between the organization and the individual indicator of the organization's work attitude and loyalty towards the organization's work is defined as interest in the organizational commitment to be successful.

During the past years, especially heavy workload and working hours in the sector continued to be many cases of burnout research investigating the impact of organizational commitment. In this study, heavy workload and burnout of nurses with working conditions is one of the occupational groups investigated the effect of organizational commitment. Acibadem Bodrum Hospital basement of the universe under study selected 102 nurses and staff in the institution questionnaire was distributed. the returnees are subject to 74 evaluation form.

The impact of this work are discussed in the context of the organizational commitment of burnout compared with the results of the discussion and the results of related literature.

**Keywords:**

Burnout, Organizational commitment, Nurse burnout and organizational commitment

**Social Assistance and Solidarity Foundation Role in Healthcare Management**

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**Extended Abstract**

There is important evidence about that publicly financed sector may have critical positions in financing and providing health services especially in low and lower-middle income countries. So many institutions such as international forums and think tank groups are in search of solutions about involving of public foundation sectors in healthcare systems for disadvantaged groups. In such regulation, some contributors defend that unfavorable view toward the private industry in underdeveloped and developing countries that are a barrier to expanding collaboration between the health care foundation and private sectors. The purpose of this study was to explore attitudes toward the foundation role in health sector and impacts on public-foundation collaboration in health care industry. To manage contemporise attitudes of major global and public stakeholders on the role of the foundation sector in low- and lower-middle-income countries, with a focus on health service and financing for the needy. This study was designed as a qualitative study to provide profundity to the quantitative survey on attitudes toward the private sector. The researches were investigative and examine the source and conditions of sense of different private sector actors recently and potentially involved in health service provision and supporting for miserable. The research involved 18 in-depth interviews at Trakya provinces (Kırklareli, Edirne, Tekirdağ) level. The first group of 6 people in Edirne level interviewees were selected according to stratified random sampling from the list of the Edirne Social Assistance and Solidarity Foundation. Other Twelve people are selected in the same way from Kırklareli and Tekirdağ provinces. The study was done by using five questions.

Interviews were mainly focused on the perceptions of participants about the foundations involved in the health sector and their roles in healthcare management systems and financing for the poor sections of society. Detailed and confidential notes were collected by researchers in each interview. NVivo software was used in the data analysis process. Over the data coding process, the researchers looked for positive, negative, or qualified responses to private sector involvement in health provision and financing. The researchers defined a “negative response” as one that opposes public-foundation financing, a “positive response” as one that strongly advocates for public-foundation.

One of the important quotes was found such as:

“Foundations won’t solve the problem. They are not a new concept. But they won’t solve the problem for poor people with limited potential”.

### **3. International Journal of Health Administration and Education Congress (Sanitas Magisterium)**

“I worked in the social foundation sector and social assistance. I learned about the inefficiency of the foundation sector. Efficiency of the foundation sector is a legend.”

“Public financing is the best. All evidence shows that it is more effective, efficient, and equitable. I think that it can work better than the foundation financed health care sector.”

This survey results present a set of strategies for addressing the attitudinal barriers to expanding public and foundation mutual effect for health service provision in underdeveloped and developed countries to become operational like not only political foundation but also rich people owned foundation should take the role of instrumental leadership instead of intellectual leader for these foundational health care sector issues.

#### **Keywords:**

Foundation, Government, Health Care, Management, Disadvantages People

**Patient Rights-Workshop**

*Invited Speaker:* Assoc. Prof. Sedat Bostan

*Gumushane University, Healthcare Management Department, Gumushane/Turkey*

Patient rights are the practice of human rights in the health sector. Patient rights are to ensure that the patient and his / her relatives receive accurate and honorable health care services, because of their being only human beings. The concept of patient rights, 1980s went into the literature, developed in 1990, and began to be implemented in health institutions in the 2000s. Thus, a legal infrastructure has gained, institutionalized in 2010 years.

**Patient Rights Regulation in International and in Turkey**

American Hospitals Association Declaration of Patient's Rights (1972). Declaration of the World Doctors Union (Lisbon, 1981). Declaration on the Development of European Patient Rights (Amsterdam, 1994). Declaration of the World Doctors Union (Bali, 1995). Human Rights and Biomedicine Convention (Oviedo, 1997). European Statute on Patient Rights (Rome, 2002). Patient Rights Regulation (1998-2014). Patient Rights Implementation Directive (2003). Patients' Rights Implementation Directive (2005). Law of Health Ministry (2011)

**Patient Rights: Institutional and Individual Benefits**

It makes the work of health workers easier. Provide the benefits of the service. Raise the quality of the service produced. Conflicts prevail. Make institutions more productive. Provide patient satisfaction. It is part of total quality management. Complaints are guiding for managers. Increase our professional satisfaction. It gives us respect. We will succeed

**Keywords:**

**Patient Rights, Patient Right Boards, Regulations**

