

Summary

Introduction:

Medical services provided by night shift nurses involve many unique aspects not performed during day shifts. The major challenge of modern medical care is providing wellbeing, peace, safety and rest for the patients in order not to interfere with their circadian rhythm.

Objective:

The main aim of the given thesis is the evaluation of night shift nursing services carried out by patients hospitalized in clinical hospitals in Rzeszów.

Patients' opinions which were taken into consideration were mostly based on:

- the evaluation of patients' satisfaction with professional nursing care,
- the study of patients' feelings concerning night shift nursing services,
- the evaluation of the patients' satisfaction with their night's sleep.

Materials and methods:

Research tools used:

- Standardized tool used for measuring the levels of patients' satisfaction- PASAT- PASAT HOSPITI designed by The Centre for Quality Assessment Health Care in Kraków.
- Standardized tool- polish version of The Newcastle Satisfaction with Nursing Scale
- Survey which evaluates the scope and type of night nursing services

The research group was comprised of 585 patients hospitalized in clinical hospitals in Rzeszów.

Research results:

The assessment of night shift nursing services considerably influenced the general evaluation of nursing care. Providing proper night's sleep by the nurses and the ability to talk to them were essential for the respondents. While performing therapeutic duties, the nurses gave necessary medical help and carried out procedures in due time. The patients felt safe and well taken care of. Country dwellers were more satisfied with night

shift nursing care while well-educated people were pleased with the level of health services. The quality of night shift nursing care was better according to married women and widows. Patients who don't suffer from sleep disorders at home found nursing care not very satisfactory. Moreover, the level of satisfaction with night health care decreases when they have to stay longer in the hospital.

Conclusion:

The quality of medical services provided by the nurses working night shifts has an influence on the overall evaluation of medical services. The nurses ensure well-being, peace as well as safety for the hospitalized patients. As a result, the patients live in ideal conditions for sound sleep and relaxation.