

ABSTRACT

The main object of this diploma thesis is to compare two inpatient physiotherapy units from the patients point of view. The first part of this thesis is focused on theory connected with current economic position of individual medical facilities in the system of Czech healthcare, their image and credit. The next part defines quality of service in medicine and methods of assessment of quality, both objective and subjective. Objective methods cover the system of Medical Standards, Accreditation and Specialized Medical Assessment Systems. Subjective methods comprise both qualitative and quantitative assessment. In the practical part of this thesis the quantitative assessment questionnaires from two physiotherapy units are analyzed to identify fields for future improvement at each medical facility. Both physiotherapy units are described and structure of questionnaire is defined. The results indicate reserves in the field of communication between patient and medical professionals, quality of patients wards and degree of privacy. Sociological probe as a part of thesis reveals some key factors for patients from different social groups to be satisfied with their stay at the physiotherapy unit.

KEY WORDS

Quantitative Assessment, Assessment Questionnaire, Quality of Medical Care, Quality Assessment, Patient Satisfaction, Comparing Physiotherapy Facilities.