

ABSTRACT

Determining Health Care Service and Health Literacy of Individuals with Chronic Disease

Aim: The purpose of this research is to determine health care service and health literacy of individuals with chronic disease

Material and method: This research was carried out by descriptive model in Experimental Medical Application And Research Center in Ataturk University, Erzurum between 2014 - 2015. Target population of the study consists of 1440 patients who was treated in hospitals due to their chronic disease. Sampling of the study consists of 275 patients according to sampling account of which target population is known. The study was completed with 201 of 275 patients who accepted to participate in the study. Data was collected by using descriptive survey form, questionnaire form of health literacy and Patient Assessment of Chronic Illness Care.

Results: In this study %51.7 of the patients was over 60 and scores of health literacy of the patients were found as medium level. It was found that health literacy was correlated with age, education level, marital status, income, place of living, activities of health literacy, diagnosis, disease duration, having secondary disease and state of instructed about the disease.

It was determined that Patient Assessment of Chronic Illness Care mean of overall scale was 2.26 ± 0.90 . The lowest score mean was “follow up” and the highest score mean was “decision support” from subscales of Patient Assessment of Chronic Illness Care. Mean of Patient Assessment of Chronic Illness Care scores were correlated with gender, diagnosis, secondary disease and clinic. Patient Assessment of Chronic Illness Care scores were correlated with health literacy scores of patients.

Conclusion: It was determined that they were not satisfied with care in clinics although health literacy level of patients was on medium level. It can be advised that doing comprehensive researches to increase the level of care satisfaction of patients and their level of health literacy and keeping activated of nurses’ and specialists’ educative role in clinics.

Keywords: Care, chronic disease, health literacy.