



Evaluation of Nursing Care Performance in the Department of Neurology at the Regional Hospital of Shkodra

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Received September 18, 2015; Accepted November 14, 2015

Abstract. The study is aimed at evaluating the nursing care in the department of neurology in the Regional Hospital of Shkodra, helping to moderate problems unearthing of this service and provide some recommendations for improving the situation in this regard. This study will be extended to the Regional Hospital of Shkodra and will interview users and employees of this unit at random. The method used will be different transverse methods or cross - sectional. Data collection in terms of assessment of the satisfaction of users and providers/employees of this service will be implemented and evaluated using EUROPEP questionnaire, which is one of the questionnaires used in many countries of Europe. Despite continuing improvements in performance indicators and quality, regardless of the progress achieved much remains to be done in terms of improving the quality of service. To have a satisfying nursing care is important the effective distribution of health services in terms of population. A variety of factors play an important role in enhancing the quality of health services, which to a certain time and in a certain population increase users satisfaction and nursing care providers.

Keywords: *department of neurology, performance of service, service provider, service user.*

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