

ABSTRACT

The thesis solves the quality of the process of passing information to the relatives / close patient in intensive care. A deficiency of important information or misunderstanding may cause anxiety and depression relatives and close patients. Communication with the patient's family must therefore be done methodically and systemically. The first part of the thesis brings orientation in the main terminology and introduces the already implemented strategies of solution of the problem in our country and in the world. The main objective is to create a methodical instruction for the OARIM (Department of Anesthesiology, Resuscitation and Intensive Medicine), which lists the priorities for informing relatives and close critically ill patients. The research maps the general view of the relatives of a critically ill patient hospitalized at OARIM on the process of communication and mutual co-operation with the staff. It also investigates how the OARIM patient's relatives assess the level of communication and interaction between them and the treating staff. The empirical part uses quantitative research methods; using a questionnaire survey on a sample of 92 relatives / close critically ill patients from a regional-type hospital, provides an analysis of the ways in which information is passed on to health professionals and their implications. The results of the survey have been used to provide a methodological guidance for OARIM care staff, which offers a list of priorities for informing relatives and close critically ill patients.

Key words: transmission of information, health communication, informed consent, mandatory confidentiality of health workers, care staff