

Abstract:

This bachelor's thesis focuses on the topic of crisis intervention, more exactly the topic of psychological first aid in conditions of Emergency medical service (EMS). The first chapter of the theoretical part introduces the topic in general terms, the second chapter describes specifics of psychological work in the EMS, and the third chapter deals with the issue of present state, importance and potential for improvement in effectiveness of the service provided. The study proposal presented in the last chapter also focuses on feedback and options of gathering feedback in an area where, as defined by the core values of psychological first aid, anonymity and one-timeness of the service are very important; gathering of feedback from its users and subsequent quality improvement of the service thus demands special attention.