

This project deals with handling of a personal crisis in a health organisation, caused by influence of independent, foreign causation. The first theoretical part of my project presents the nursery and qualifies the quality of the nursing service. The system of employee's care is also a process of a change. I present here among other things also a process of a change. In detail I describe an entity management in the stage of crisis, the identification of the crisis cause and reason and consequently the following solution and remedy actions to decrease the negative impacts of such a crisis for the respective entity and environment.

The second part of my project is the practical one and describes the crisis development and the way how to dodge the impact of this event on the health service level in the Benešov – Hospital during a time space aof one year.

I decided to present here also the indicators announcing the origin of a crisis and consequently the way, how to handle and master such a situation by the management of the entity. One part of this project is also the recommendation for other management, where its or their entity (entities) suffered a similar crisis.