

The Master's Thesis deals with the description of the system of education and development of the non-medical staff workers, especially, the sub-group of General Nurses.

In the theoretical part the work gives a general view of the position and significance of education in the health-service organization. Systematic education of health-service workers brings a number of benefits for the Patients, the organization and the worker himself. It supports the provision of quality health care that is directed at an improvement of the health condition of the Patient. Further, it brings satisfaction of well performed work for the staff, success of the whole health-service organization and an improvement of the quality of the health for the society.

The research part of the Master's Thesis answers to the previous lines by an assessment of the system of education of General Nurses in The Institute Hematology and Blood Transfusion in Prague. The objective of the investigation was to analyze how the current system of education works and what is the interconnection of the individual procedures of the whole system. The methodological basis for obtaining data was an analysis of documents, questionnaire investigation and structured interviews. The found data showed that, despite the fact that the basic procedures of the system of education are set, certain adjustments have to be performed, e.g., to link better the selection of educational activities with the determination of competencies and assessment interviews, to change the adaptation process at one of the clinical departments, to make better use of the new findings gained within the framework of educational activities in practice.