

Abstract

The thesis is studying an influence of the reflection on implementing support service in distance for patients dealing with diabetes mellitus. This new type of a service aims to support patients with this chronic illness to achieve and maintain satisfactory compensation of diabetes. Number of the people dealing with diabetes mellitus is increasing every year and there is a permanent development and ongoing modernization in methods of treating this disease. Because the basis of diabetes treatment is regular self-monitoring of patients, the disease offers the possibility of sharing and monitoring the data by another side to provide support in the period between doctor visits.

The service described in thesis is based on a distance monitoring of data collected by patients and consists in a regular phone calls between a patient and a service worker that should serve as a support of the patient to achieve and then maintain his individual goals set by his endocrinologist. The objective of the thesis is to managerially implement this new support service in distance into a practice and research the role reflection plays in all the process – whether there exists any reflection, when it appears, how reflection influences the formation and working of the whole service of distance support, and how workers of the service perceive it.

Key words: reflection, diabetes mellitus, distance support, action research