

Abstract

The purpose of the thesis was to map the conditions and barriers of nurses in communicating with relatives and survivors of patients hospitalized in intensive care units and intensive care units with the aim of creating a manual on the principles of proper communication between nurses and patient relatives, which will be of practical use in the daily practice of nurses. It will be applicable in all types of hospital wards. However, we anticipate that it will be of greatest benefit to nurses in intensive care units.

For the purpose of the work, we have chosen the method of quantitative research conducted in the form of a non-standardized electronic questionnaire of our own design.

We identified the communication situations that nurses subjectively perceived as the most stressful. These are mainly situations closely related to the patient's irreversible condition or death. This finding led us to give increased attention in the handbook to the experience of grieving relatives and the approach to them. We also concluded that the level of concern nurses have about communicating with a patient's relatives decreases in direct proportion to the increasing age of nurses and the associated length of experience in the field. In view of these findings, we recommend that the handbook be designed primarily for graduates in the adaptation process and also as a teaching material for students preparing to enter the nursing profession. However, it may be equally beneficial for nurses with advanced practice.

The research was conducted in selected wards of the Královské Vinohrady University Hospital in Prague. The selection of the departments included in the research was based on the expected patient mix. These were intensive care units, where we assumed the most frequent occurrence of communicationally challenging situations with the patient's family.

Keywords: intensive care, the nurse's role in communication, support for relatives, family-centered care, family conferences