

Abstract

In my thesis I focused on a change in reporting and documenting of emergency incidents - "Falls of patients hospitalized in University Hospital of Motol".

This topic contains not only the questions of change management, but also issues of quality in health service and accreditation of medical facility. And these are the areas, which I covered up in the theoretical part of this thesis.

In the empirical part I dealt with the change itself - planning, implementation, problems, which may occur during time and possible solutions. I used data and statistics, which I had been working on during the entire change. As a sort of feedback

I used a questionnaire examination within all the nurses. Output of this questionnaire was a detailed description of how middle-management members feel about this change. In conclusion I evaluated the entire process of change and I compiled a recommendation for future successful follow-up.

This thesis is completed with a list of expert literature concerned in prenominat problematics. Primary aim of this thesis is the opportunity for managers working in health service to use this hereto mentioned ideas in their own change management problems.

Keywords

Quality, accreditation, reingeneering, documentation, incident, fall, communications, patient, medic, nurse, doctor, treatment, safety.