

## **ABSTRACT**

This diploma thesis analyzes if there is communication barrier with foreign patients at the selected intensive care units. We dealt with question whether hospital employees perceive communication with foreigners as a problem or not and how can they solve the problem.

The first (theoretical) part is devoted to the role of communication in nursing process and to the definition of term communication barrier. In next chapters we have analyzed the profile of multicultural nursing. Then we focus on the issues of cross-cultural communication and communication barriers in contact with foreigners and the most common causes and techniques used to deal with such situations. We pay great attention to prevention and potential solutions to barriers between cultures and ethnic groups. The motivation for the thesis was supposed effecto of communication gaps on health and higher psychological burden on staff, especially when one of the basic activities of nurses is to educate patients.

Research interprets the information obtained from a self-designed questionnaire survey. Questionnaires were distributed to intensive care and resuscitation units in four hospitals in Prague. Statistical evaluation of the questionnaires either confirms or refuses the hypothesis that I set at the beginning of the research. According to the results of evaluation, one hypothesis was confirmed completely, one partially and 2 hypotheses were not confirmed at all. Conclusion of the research is that nurses providing health care to foreign patients experience increased psychological burden, not only because of communication barriers, but also because of cultural differences and lack of information on multicultural nursing approach to patients.

### **Keywords:**

*Communication*

*Multicultural nursing*

*transcultural nursing*

*Cultural differences*

*Foreign language*

*Medical staff*

*Intensive Care*

*Foreign patient*

*Language barrier*