

## **Abstract**

This thesis deals with the implementation of the Psychosocial Intervention Service System within the environment of the emergency medical services. The main objective of this thesis is to analyze and identify the problems and causes hindering the implementation of the Psychosocial Intervention Service System. In addition, the thesis analyzes the attitudes, intentions and responsibilities of the parties directly involved in the implementation or affected by this policy, and to identify the applied public policy instruments by which the implementation is realized.

The first section focuses on a brief theoretical introduction that deals with the institutional theory, the implementation process and the outlining of the content of the Psychosocial Intervention Service System, which includes stressful situations, their negative effects, psychosocial interventional care and the theory of Critical Incident Stress Management (CISM) as one of the possible methods used to eliminate the negative effects of stress and traumata.

The main analytical and research part of this thesis attempts at answering the questions related to the thesis objective, i.e. what factors affect the implementation, what framework applies to the implementation of the project, what interactions take place among the individual parties involved and through what implementation tools. An important part of the thesis is also the characteristics of the occupation of a paramedic and the representation of the negative effects of stress on society.

Questionnaires and interviews with selected participants were used to identify their current views and attitudes, together with the latest methodological trends in combating stress and trauma. The information obtained then served for the conclusion and an answer to the research questions, and resulted in the proposed solution.