

SUMMARY

The current thesis deals with the issue of adverse events. However, it does not concern the number of described and recorded adverse events in healthcare facilities or their spectrum. I am particularly interested in the **attitude of the staff** at the University Hospital Pilsen and how **to respond to the requirements of the TOP management in the recording of adverse events.** The theoretical part will concentrate on explaining the concept „adverse event“, the description of influences which cause such events to arise and also to summarize the current situation concerning the approach to adverse events in the Czech Republic. The empirical part of the thesis describes the implementation of qualitative research, its results and recommendations for future practice. I am interested in researching the perspective of employees and their level of cooperation and openness in the approach to the reporting of adverse events in the provision of therapeutic, diagnostic and nursing care in inpatient health care facilities. The respondents in my research are employees of the University Hospital in Pilsen. I researched their views using a structured interview. I've contacted 14 employees who are employed in various functional and professional positions at the University Hospital in Pilsen. I believe that the role of employees is the key to the success of the project, which aims to improve quality and safety in the provision of health care services to patients.

The research topic was intended to ascertain attitudes of employees to reporting and recording adverse events in healthcare facilities and how employees accept the changes.

The principal findings which I received through an analysis of interviews with employees of The University Hospital Pilsen are as follows. **Employees are responsive to the concept of reporting and recording adverse events and have a positive perception of the benefits of this monitoring. Employees do not always clearly interpret what is an adverse event when considering their own activities. The impact of this can be a lower number of reported adverse events than the actual number. Employees, especially subordinate staff members, do not feel any effects of the reporting of adverse events on their activities.**

Key words

adverse event - quality of health services provided – providing safe health care