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Psychická podpora a komunikace s rodinou novorozence na ARO/JIP

Psychological support and communication with family on newborn resuscitation, ICU

DIPLOMOVÁ PRÁCE

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Praha
ABSTRACT

This diploma thesis is theoretical and empirical, and focuses on emotional support and communication with parents of a newborn in a resuscitation department or ICU. It analyzes the approach that the medical staff has towards these parents, specifically psychological support in the form of sufficient and adequate communication.

The theoretical section begins with the classification of newborns. Next the reasons for intensive and neonatal care for very premature babies are discussed. The following chapter contains an analysis of the psychological changes that the parents of a newborn in a resuscitation department or ICU may experience. This chapter describes the general characteristics of fear and anxiety. The next section describes the reasons, possible manifestations and consequences of this fear and anxiety experienced by the families. The next chapter sets out the principles of communication with a family in a neonatal resuscitation department or ICU. Here both the means of communication and possible communication conflicts are mentioned. At the end of the theoretical section there is a chapter on nurse education, which includes specifics for the professional conduct of nurses working at a resuscitation department or ICU. The theoretical section finishes with a chapter on ethical issues in neonatology. It includes the most common ethical issues and briefly describes ethical codes related to this topic.

The research part of this thesis was aimed to determine the extent to which parents experience fear and anxiety about their child. We investigated whether there are any patterns in the fear and anxiety experience and whether it is possible to anticipate which parents will experience these feelings at a higher degree. We tried to find out what helps parents to eliminate or moderate these feelings and based on our findings we suggest the means of prevention or at least moderation of these negative emotions. We also investigated how health professionals communicate with parents of the babies; evaluating whether their approach is suitable or if there is a more effective means of communicating and providing emotional support to help the parents better manage this difficult situation when their child is in a serious condition.

Key words:

psychological support, communication, fear, anxiety, newborn, intensive care, medic