

ABSTRACT

VERBAL COMMUNICATION IN HOME HEALTH CARE

Diploma thesis deals with problems of verbal communication in home health care.

This is topical and very important issue in the fieldwork, as in each workplace there is a need of good superior-inferior communication, as well as cooperation among workers of the institution. Then employees-patients and senior employees-patients communication, and finally interaction among patients' general practitioners and patients' family members also plays important role in this field of health care.

General description of communication is included into theoretical part; afterwards details about verbal communication follow. The next part refers to communication in organization and communication in health care. Theoretical part is concluded with information about home care.

In the practical part, using the form of quantitative research, the standard of contemporary verbal communication in the home nursing service department of City charity Plzeň is found out. The areas of possible improvement of verbal communication in a given workplace are revealed.

For the purpose of the research, observation in the given department, documentary material study, individual semi-structured dialogues with home care employees and patients were carried out. Dialogues were aimed at mutual communication among these people.

The research took place in the period from March 2011 to May 2012. As a result of this experiment there are recommendations focussed on improvement of communication in this department. In the case of interest of other organizations offering home care it can serve as reflection or comparison of the course of communication in their departments or possible verbal communication improvement.

Results of this research showed that communication in a fieldwork is one of the main requirements of proper care for patient. Running of the department depends on the correct information passing among employees and there is no professional home care without quality communication.

KEY WORDS

Home care. – Communication. - City charity. – Patient. - Verbal communication.