

## **ABSTRACT**

The specialty of Intensive Care deals with acute conditions from all medical branches within the entire age spectrum of adults. This field has its own distinctive characteristics, which determine the character of not only medical personnel communication with families of hospitalized patients, but the overall quality of nurses' cooperation with relatives. In Czech professional literature in the area of intensive care there is minimum publications on this issue up to date.

The task of the current thesis is to map a view of paramedical staff (nurses) on the process of communication and cooperation with family members of patients hospitalized in the intensive care units.

The empirical part of the research is processed as a qualitative research by the method of semistructured interviews with nurses from the Intensive Care workplaces.

As the result of this work we found inadequate professional readiness of nurses in the fields of communication strategy and approach to the families of patients hospitalized in the intensive care environment. The weak point in this area from the nurse's position is also minimum of information sources that would allow families of hospitalized patients to understand the environment of intensive care and resuscitation better.

The output of the work is the creation of an information brochure which was elaborated with regard to the views of nurses in order to improve health care team collaboration with patient's families and to improve patients families adaptation to the environment of intensive care and resuscitation departments.

**Keywords:** ethics, intensive care, communication, patient, family member, nurse, access strategy, mutual cooperation