

The subject of the graduation thesis is a quality education of the newborns in the Neonatology department. The thesis composites two parts. Theoretical part describes and explain terms – education, procedure of education, quality of care, nursing position in the system of quality of the care, problems of prematurity, mother's problems after delivery, family of the sick baby, parent's supporting. Practical part of the thesis describe realization of the research plane. There are used the quality method and semi-structures interview during the conversation with four mothers, which took a part in the research. Practical part described step by step arrangement, methods and procedures of interview. Last but not least there are research worker questions and mother's answers. Results were evaluated and solution of solving a problem was suggested. The main problem dealing with organization – technical concern and insufficient communication among nurses and foreign mothers.