

Annotation

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- Title:** Professional strain of outpatient nurses resulting
from patients' behaviour
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- Number of pages:** 114
- Number of attachments:** 8
- Year of defense:** 2017
- Keywords:** behaviour, communication, conflict situations, handling stress,
assertiveness, patients under the influence of alcohol

This bachelor thesis deals with patients' behaviour which negatively influences the psyche of outpatient nurses and introduces some ways how the nurses cope with mental strain.

The theoretical part describes basic forms of behaviour, introduces communication as an important part of social interaction between the nurse and the patient. It also includes a brief description of communication with problem patients and their most frequent manifestations. On the basis of reference literature the author introduces particular stressful situations that can occur in the life of the nurses as well as the patients, and describes different ways of handling them.

The empirical part focuses on research by a qualitative method using a semistructured interview. Data processing was realized by the form of open coding. Individual statements of the nurses were selected from the interviews. The nurses describe their experience with patients' behaviour, how they go through some difficult situations resulting from it, and how they cope with them.