

Abstract:

This thesis focuses on the role of communication from healthcare professionals to patients, their relatives, and colleagues and its impact on patient care outcomes. We demonstrate the importance of appropriate communication style and strong communication skills to these outcomes (i.e. higher adherence, overall satisfaction, and social support). We also illustrate various situations requiring difficult communication that healthcare professionals commonly encounter in practice.

The aim is to capture the most common communication demanding situations from the practice of healthcare professionals and provide a “reference” for their successful completion. The outcome of the practical part of this work is to map the difficult communication situations of Czech healthcare professionals (doctors, nurses and others) through questionnaire survey , and to design a mobile application that will serve as a form of aid for healthcare professionals or medics in individual communication situations with adult patients, their relatives, and colleagues.

Keywords:

Communication in healthcare, communication-demanding situations, patient care, health professionals