

Abstract (in English):

The aim of this diploma thesis was an integrated analysis of satisfaction for pediatric patients aged 14 – 19 years at the Faculty Hospital Brno, which created a basic pattern of variables for a further investigation of satisfaction of adolescent patients in hospitals and other healthcare facilities. Simultaneously, the work focused on recommendations of how to improve the satisfaction of patients in A & E (accident and emergency) and internal departments.

In the Czech Republic there are several different studies that deal with the satisfaction element, which are ordered by medical facilities, so they can improve the satisfaction of their patients, based on the results. Satisfaction surveys of pediatric patients are not yet common, as the international standardisation is still in progress. Investigative study of the published articles on various research was undertaken for the theoretical basis of this study.

The results gained from the study can be used as a base in further evaluations of pediatric patients satisfaction in health institutions. The thesis also recommends to the Faculty Hospital Brno how to increase pediatric patients satisfaction in the future.

The research of satisfaction of patients in the pediatric department of the Faculty Hospital Brno showed that the dependent variables for the satisfaction of pediatric patients are the proposed improvements to hospital by patients and the type of patient.

