

## **ABSTRACT**

*Solution:* Rheumatology Outpatient Clinic is a place for regular checkups of the chronically ill patients. The main task of the nurse is to motivate these patients for cooperation and participation in the healing process. The cooperation of the nurse and her patients may be influenced by many factors, which especially include the communication skills of the nurse, the way of her behaving and her educational activities, including the environment of the ambulance. For this mutual cooperation is therefore necessary to start to build the relationship between the nurse and her patients from the very beginning that is based on trust and understanding, because this exactly is the essential assumption for the further cooperation.

*Objectives of the Survey:* The main focus of this my concluding work is to determine how the cooperation of the nurse and her patient is in Rheumatology Outpatient Clinic does work from both perspectives, meaning of the nurse and of the patient. The aim is to clarify what facts have an influence on the cooperation and communication of the nurse and her patient, and how the mutual cooperation could be improved, whether or not there are certain problems in the cooperation and finally, what is the patients' opinion on the work of nurses in the Rheumatology Outpatient Clinic.

*The Descriptions of the Methods used:* To learn the reality of the cooperation between the nurses and their patients in the Rheumatology Outpatient Clinic, I decided to do a qualitative research. To get the required data I decided to use the semi-structured interview with nurses and patients from the Institute of Rheumatology. All the obtained data were analyzed by using the open coding and were structured to the different categories. In the examined group were included patients who attended the Rheumatology Outpatient

Clinic for 5 years at regular intervals, as well as the nurses who work at that ambulance.

*The main results are obtained:* The research has shown that the trust is the crucial factor for the cooperation of the nurse and her patients. It was also found in the research that the patients experience a lack of intimacy during the examination, they required greater convenience in the sampling ambulance, and that they were often dissatisfied with the existing ordinal system during the sampling. The patients would like to get more accurate information from the nurses as well as they required the eye contact with the nurse. At the other side the nurses in the Rheumatology Outpatient Clinic would welcome that they would have more time to spend with her patients. The nurses are aware of the current shortcomings of mutual cooperation, which they see mainly in communication with the patient both verbal and nonverbal, and they confirm that this area should be continuously developed. Another point that emerged as problematic is the lack of professionalism of the nurses by informing the patients. Some nurses would also propose to change or modify facilities for ordering patients that they deem inappropriate. Also the intimacy patients is not observed. This affects their mutual cooperation, which was also confirmed by some patients.

*Recommendation:* There is the need to discuss with the executives all possible changes and modifications of the existing space of the Rheumatology Outpatient Clinic and its equipment. The nurses should provide regular training and skill courses in the field of rheumatology issues, including communication skills and knowledge of the care of the chronically ill patients. Using the feedback try to evaluate the success and benefits of such training.

**Keywords:**

Nurse, Patient, Cooperation, Communication, Rheumatology Outpatient Clinic.