

Abstract

The aim of the bachelor thesis was to provide basic information on aggressiveness at selected workplaces of Bohnice Psychiatric Hospital. In the framework of this work, a questionnaire was submitted to 194 respondents performing general nurses or health care professions, acute care departments and subsequent psychiatric, anti-toxic and gerontopsychiatric care. The investigation took place during December 2016 and January 2017.

The main results showed that respondents from PN Bohnice encounter high frequencies with aggressive patients, i.e. daily or weekly in 60% of cases. Most respondents (92%) encountered verbal and physical aggression. The most common kind of physical aggression is the destruction of property (52%), the assault of a health care professional (40%) and self-harm (39%). The most common type of aggressor is male (50%) and female (44%), less frequent visits and the patient's family (3%). For men, physical aggression is higher than for women by more than 13%. According to medical professionals, the most common cause of aggression is the disease (67%), fear and anxiety (32%), and the third is environment (27%). Physicians deal with conflicting situations most often by appointment (97%), and secondly in cooperation with other health workers, i.e. they call service (55%) or doctor (44%). The most common used restrains are medication (94%), next are the courts or bands (69%). Guidance on dealing with aggressive patients was conducted by nearly 59% of respondents.

Part of the bachelor thesis is also a statistical analysis of the respondents' answers to individual items of the questionnaire according to their age, length of practice in psychiatry, type of department, type of care and type of separation according to the sex of patients.