

Abstract:

This bachelor's thesis deals with the topic of the positive aspects and the barriers in communication of a healthcare staff with a patient. The theoretical part of the thesis gives an overview of the findings in a positive act leading to an improvement of a patient's both physical and a psychological state. The special emphasis is put on an empathy of a healthcare staff with the patient, a patient-centered communication, listening to the patient and a shared decision making, which are all the factors improving not only the reflexion of the patient but the clinical results as well. Consequently the topics of hope and compliance, which also affect the healing process, are surveyed. Furthermore the barriers hindering an effective communication are surveyed. The thesis also focuses on the methods that help to overcome the barriers and intensify the influence of positive aspects in the communication. Currently the several methods are offered – the training of communication skills, the specialised courses and the balint societies. The practical part of the theses offers a concept of the research design, which derives from the findings in the theoretical part. The concept focuses on an application of the training in the communication and its possible positive effect on both, a physical and psychological state of the patient.

Key words:

Healthcare staff, patient, communication, patient-centered communication, positive aspects, barriers, training in communication