

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**IZKUŠNJE MEDICINSKIH SESTER S TERAPEVTSKO
KOMUNIKACIJO V ZDRAVSTVENI NEGI**

**NURSES EXPERIENCES WITH THERAPEUTIC COMMUNICATION IN
NURSING CARE**

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POVZETEK

Uvod: Terapevtska komunikacija je pomemben dejavnik za kakovostno delo v zdravstveni negi. Izvajalci zdravstvene nege se vsakodnevno srečujejo in komunicirajo s starimi ljudmi. Odnos, ki ga medicinska sestra in stari človek vzpostavita, temelji na pristnosti, brezpogojnem spoštovanju in partnerskem odnosu. Z raziskavo smo želeli ugotoviti, kakšne so izkušnje medicinskih sester s terapevtsko komunikacijo v zdravstveni negi, kateri dejavniki vplivajo na njen uspeh in s katerimi najpogostejšimi ovirami se srečujejo medicinske sestre v terapevtski komunikaciji s starimi ljudmi.

Metoda: Uporabili smo kvalitativno metodo raziskovanja, metodo utemeljene teorije. S kodiranjem smo določili glavne kategorije, podkategorije in kode, ki smo jih nato smiselno povezali v sodbo. Instrument raziskave je bil pol strukturirani intervju, v katerem je sodelovalo pet medicinskih sester, ki delajo na negovalnem oddelku s starimi ljudmi in imajo več kot pet let delovnih izkušenj. Vse intervjuvane medicinske sestre so podale informirano soglasje za sodelovanje v raziskavi.

Rezultati: Z analizo intervjujev smo identificirali sedem glavnih kategorij (s pripadajočimi podkategorijami in kodami): pomen terapevtske komunikacije; pogoji za uspešno terapevtsko komunikacijo; pomen neverbalne komunikacije; interakcija med pacientom in medicinsko sestro; terapevtska komunikacija s starimi ljudmi; elementi nekonstruktivne komunikacije z njimi; pomen empatije v terapevtski komunikaciji. Kategorije se med seboj povezujejo in pomembno vplivajo na uspešnost terapevtske komunikacije s starimi ljudmi.

Razprava in sklep: Ugotovili smo, da je terapevtska komunikacija v zdravstveni negi s starimi ljudmi zelo pomembna. Pomembno je, da je medicinska sestra empatična. Terapevtska komunikacija je uspešna, če medicinska sestra prisluhne in si za starega človeka vzame dovolj časa. Za kakovostno in uspešno terapevtsko komunikacijo je pomembno, da imajo medicinske sestre znanje in komunikacijske spretnosti. Poznati morajo karakteristike in značilnosti starih ljudi in izbrati ustrezen način in pristop komuniciranja z njimi. Ob opravljeni raziskavi smo ugotovili, da bi se morale medicinske sestre s starimi ljudmi več pogovarjati, jih aktivno poslušati in slišati. Za zagotavljanje kakovostne, holistične obravnave starih ljudi potrebujejo medicinske sestre čas, kar je možno udejanjiti ob ustreznih kadrovski strukturi zaposlenih v zdravstveni negi in oskrbi. Stanje ni optimistično, saj se stari ljudje in njihovi svojci vse bolj pritožujejo nad oskrbo, prehitro obravnavo in zmanjšano strpnostjo do starih ljudi, ki imajo svoje potrebe.

Ključne besede: komuniciranje, terapevtska komunikacija, izkušnje medicinske sestre, komunikacijske ovire, izvajalci zdravstvene nege.

SUMMARY

Introduction: Therapeutic communication is an important factor for quality work in nursing care. Nursing care providers come in daily contact with and communicate with the elderly. The relationship between nurses and elderly people is based on authenticity, unconditional respect and partnership. With this research, we wanted to find out what types of experience nurses have regarding therapeutic communication in health care, which factors determine its success and what common obstacles nurses encounter in therapeutic communication with the elderly.

Method: We used the qualitative research method, the method grounded theory. With coding we determined the main categories, sub-categories and codes from which we drew conclusions. The research instrument was a semi-structured interview, its participants were five nurses who work at the nursing department of the old people's home and have more than five years of work experience. All the interviewed nurses have given their informed consent to participate in the research.

Results: By analysing the interviews, we identified seven main categories (with associated subcategories and codes): the importance of therapeutic communication; conditions for successful therapeutic communication; significance of non-verbal communication; interaction between patient and nurse; therapeutic communication with elderly people; elements of unconstructive communication with elderly people; the importance of empathy in therapeutic communication. The categories are interlinked and have a significant impact on the effectiveness of therapeutic communication with the elderly.

Discussion and conclusion: We have found that therapeutic communication in nursing care with the elderly is very important. It is important that the nurse is empathetic. Therapeutic communication is successful if the nurse listens to the elderly person and takes enough time for him/her. For high-quality and effective therapeutic communication, it is important that nurses possess the required knowledge and communication skills. They have to be familiar with the characteristics and features of elderly people and select the appropriate communication approach. Upon the completion of the research, we found that nurses should speak more to old people and to actively listen as well as hear them. In order to ensure quality and holistic treatment of elderly people, the nurses need adequate amounts of time which can be ensured with appropriate staffing. The current state is not favourable, and elderly people and their families have complaints regarding care, as well as treatment that is too hurried and of the reduced tolerance for the elderly who have their needs.

Keywords: communication, therapeutic communication, nurses' experience, communication barriers, nursing care providers.