

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**RAZBREMENILNI RAZGOVORI V NEGOVALNIH TIMIH PO
ZAHTEVNI INTERVENCIJI EKIPE NUJNE MEDICINSKE POMOČI**

**STRESS DEBRIEFING OF NURSING TEAMS AFTER DEMANDING
INTERVENTIONS OF EMERGENCY MEDICAL AID TEAMS**

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POVZETEK

Uvod: Stresorji so postali stalni spremljevalci članov negovalnega tima. Člani negovalnega tima, ki so soudeleženi v nujni medicinski pomoči, so močno izpostavljeni številnim stresnim dejavnikom, ti ogrožajo njihovo zdravje, vplivajo na njihovo profesionalno delo in povzročajo izgorevanje posameznikov. Z raziskavo smo želeli ugotoviti obremenjenost članov negovalnega tima v nujni medicinski pomoči, kako delo vpliva na njihovo zasebno življenje in kako stres vpliva nanje v službi. Ugotoviti smo želeli, kakšen je vpliv razbremenilnega pogovora na člane negovalnega tima po zahtevni intervenciji, kako je razvita ta dejavnost v določeni enoti in kakšne možnosti psihološke pomoči imamo na voljo.

Metoda: Uporabili smo kvalitativno metodo raziskovanja. Instrument raziskave je bil delno strukturirani intervju in opazovanje zaposlenih. Vprašanja za intervju smo oblikovali na osnovi pregledane strokovne literature. Uporabili smo neslučajni, namenski vzorec. V intervjuju so sodelovali trije zaposleni v NMP (nujna medicinska pomoč) Celje. Vsi intervjuvani so podali informirano soglasje k sodelovanju v raziskavi.

Rezultati: Na podlagi kvalitativne analize besedila smo ugotovili, da zahtevne intervencije puščajo posledice v zasebnem in tudi v poklicnem življenju. Zato imajo člani negovalnega tima tudi različne hobije. Člani negovalnega tima so navedli, da so najbolj stresne intervencije tiste, v katerih je udeležen otrok. Možnosti psihološke pomoči v svoji matični enoti imajo na voljo ampak je še niso obiskali. Vsi člani negovalnega tima soglašajo, da bi se moral izvajati razbremenilni pogovor po zahtevnih intervencijah znotraj ekipe. Prisotnost zaupnika v nujni medicinski pomoči naj bi bila konstanta. Člani negovalnega tima ocenjujejo, da bi se po razbremenilnem pogovoru izvedla analiza (anonimni anketni vprašalnik), če je bil razbremenilni pogovor z zaupnikom uspešen.

Razprava in sklep: Ugotavljamo, da člani negovalnega tima v nujni medicinski pomoči, kjer smo opravili raziskavo, potrebujejo psihološko podporo znotraj delovne skupine. Poskrbljeno naj bi bilo, da bi vsaka izmena imela zaupnika, s katerim bi lahko zagotovili razbremenilne pogovore po zahtevnih intervencijah. S tem se lahko izboljša kakovostno delovanje v nujni medicinski pomoči in v zasebnem življenju članov negovalnega tima.

Ključne besede: posttravmatski stresni sindrom, psihosocialna podpora negovalnim timom, stres na delovnem mestu, razbremenilni pogovor.

SUMMARY

Introduction: Stressors are permanent companions among members of a nursing team who are more exposed to numerous stress factors in medical emergency assistance. Furthermore, these factors threaten their health and have influence on their professional work. Occupational burnout is more exposed as well. The research was used to find out how much burden nursing team members as part of medical emergency assistance have to deal with, how work affects their life at home and at the workplace. We also wanted to study how relief conversation after a difficult intervention is carried out in their unit and what options of psychological help are available.

Method: A qualitative research method was used. The research instruments used were a partially structured interview and observations of the employees. Interview questions were formed based on literature review. A non-random purposive sample was used. Three employees at medical emergency assistance took part in the research. They all agreed to be involved in the research.

Results: The results of the qualitative text analysis show that difficult interventions have consequences on private and professional lives. Medical emergency assistance also have different hobbies. Medical emergency assistance members agree that most stressful interventions are the ones with child involved. Options psychological support in their home units are available but have not yet visited. They think that relief conversation should be carried out after difficult interventions. Presence of a counsellor should be permanent in medical emergency assistance. The Medical emergency assistance are of the opinion that after the relief interview led the statistics (anonymous questionnaire), where he was interviewed by relief confidant successful.

Discussion and conclusion: It is estimated that medical emergency assistance members need psychological help inside their working unit. Each shift should have a counsellor in order to carry out relief conversation after difficult interventions. This would lead to more qualitative work in medical emergency assistance and in personal life of their members.

Key words: posttraumatic stress syndrome, psychosocial support caring team, exculpatory conversation, workplace stress.