

**VISOKA ZDRAVSTVENA ŠOLA V CELJU**

**DIPLOMSKO DELO**

**IZKUŠNJE DOJEČIH MATER S KOMUNIKACIJO Z MEDICINSKIMI  
SESTRAMI PRI VZPOSTAVITVI DOJENJA V PORODNIŠNICI**

**BREASTFEEDING MOTHERS' EXPERIENCES REGARDING  
COMMUNICATION WITH MATERNITY HOSPITAL NURSES AT THE  
TIME WHEN THEY START TO BREASTFEED**

**Študentka: NINA KOLAR**

**Mentorica: pred. IVANKA LIMONŠEK, dipl. m. s., univ. dipl. org.**

**Somentorica: strok. sod. ANDREJA DOBERŠEK, dipl. m. s.**

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## POVZETEK

**Uvod:** Dojenje je naraven in hkrati najprimernejši način hranjenja novorojenčka oziroma dojenčka. Ko ženska postane prvič mama, se poraja mnogo vprašanj v zvezi z dojenjem. Dojenje je naravni proces, vendar je to spretnost, ki se jo je treba naučiti. Pri tem ima veliko vlogo medicinska sestra, ki je prisotna pri vzpostavitvi dojenja. Prav tako mora dobro poznati prednosti dojenja in njegov pomen za novorojenčka. Z raziskavo smo želeli ugotoviti, kakšen pomen doječe matere pripisujejo komunikaciji pri vzpostavitvi dojenja, kakšna je komunikacija doječih mater z medicinskimi sestrami pri vzpostavitvi dojenja in kaj vpliva na komunikacijo doječih mater z medicinskimi sestrami pri vzpostavitvi dojenja.

**Metoda:** V raziskavi smo uporabili metodo deskripcije, osrednji del pa je predstavljala kvantitativna metoda – metoda spraševanja (anketa). Za instrument smo uporabili anketni vprašalnik, ki smo ga oblikovali na osnovi pregleda literature. Uporabili smo neslučajnostni, priročni vzorec, v katerega smo vključili 50 otročnic, ki so rodile na Oddelku za perinatologijo Klinike za ginekologijo in perinatologijo UKC Maribor. Podatke smo analizirali s pomočjo programa Microsoft Office Excel 2013.

**Rezultati:** Ugotovili smo, da so matere zelo zadovoljne s komunikacijo medicinskih sester, saj jo je 66 % ocenilo kot zelo dobro in 30 % kot dobro. 96 % mater meni, da so medicinske sestre dovolj hitro prepoznale začetne težave pri dojenju, 84 % pa da so si medicinske sestre vzele čas in jim prisluhnile. Kar 98 % mater meni, da ima komunikacija velik pomen pri vzpostavitvi dojenja, in 84 % da je komunikacija vplivala na vzpostavitev dojenja.

**Razprava in sklep:** V raziskavi smo ugotovili, da medicinske sestre zelo dobro prepoznajo začetne težave, materam prisluhnejo ter jim posredujejo koristne nasvete. Medicinskim sestram je mar za čustva, potrebe, želje in pričakovanja mater. Pomagajo jim z demonstracijo in besedami. Materam dajo občutek, da niso same, dajejo jim motivacijo, večajo samozavest in jih opogumljajo. Dobra komunikacija ima velik vpliv na vzpostavitev dojenja. V mariborski porodnišnici so matere zelo zadovoljne z zdravstvenimi delavci in njihovo komunikacijo.

**Ključne besede:** dojenje, novorojenček, matere, komunikacija, vloga medicinske sestre

## SUMMARY

**Introduction:** Breastfeeding is a natural as well as the most appropriate way of feeding a newborn/baby. When a woman becomes a mother for the first time, she has many questions regarding breastfeeding. Although breastfeeding is natural, it is a skill that has to be learned. The role of a nurse who is present when a mother starts to breastfeed is very important. The nurse needs to be familiar with the advantages of breastfeeding and its importance for the newborn. In the research, we wanted to determine the importance of communication for breastfeeding mothers when they start to breastfeed, the quality of communication between breastfeeding mothers and nurses at the start of breastfeeding and what influences the communication of breastfeeding mothers with nurses at the start of breastfeeding.

**Method:** The study was based on the quantitative descriptive research. We used the survey data collection technique. The questionnaire designed on the basis of the review of scientific literature was used as a measurement tool. We used a non-random sample which included 50 hospitalized mothers who gave birth at Perinatology Ward of the University Clinical Centre Maribor. The data was analyzed with the statistical programme Microsoft Office Excel 2010.

**Results:** We have found out that the mothers are very satisfied with the communication with the nurses, namely 66% of them assessed it as being very good and 30 % as good. 96% of the mothers think the nurses recognized early breastfeeding difficulties quickly enough and 84% think that nurses were available to listen to them and their worries. 98% of mothers believe that good communication is very important at the time when they start to breastfeed and 84% of them think that good communication with the nurses helped them to start to breastfeed.

**Discussion and conclusion:** In the research, we have found that nurses are good at recognizing early breastfeeding difficulties and they are ready to listen to breastfeeding mothers and provide them with useful advice. Nurses care about mothers' feelings, needs, wishes and expectations. They help them with practical demonstrations as well as with words. They provide mothers with a feeling that they are not alone, they motivate and encourage them and they boost their confidence. Good communication has an important influence on mothers when they start to breastfeed. Mothers are very satisfied with healthcare workers of Perinatology Ward in Maribor and their communication.

**Key words:** breastfeeding, a newborn, mothers, communication and the role of a nurse