

VISOKA ZDRAVSTVENA ŠOLA V CELJU

NAČINI KOMUNICIRANJA IZVAJALCEV ZDRAVSTVENE NEGE Z OSEBAMI Z MOTNJAMI V DUŠEVNEM RAZVOJU

WAYS OF COMMUNICATION OF HEALTH CARE PROVIDERS WITH PEOPLE WITH MENTAL DISORDERS

Študent: MIRKO BRGLEZ

Vpisna številka študenta: 1010910006

**Mentor: viš. pred. mag. BORIS MIHA KAUČIČ, dipl. zn., univ. dipl.
org.**

Somentorica: pred. IVANKA LIMONŠEK, dipl. m. s., univ. dipl. org.

**Študijski program: VISOKOŠOLSKI STROKOVNI ŠTUDIJSKI
PROGRAM ZDRAVSTVENA NEGA**

CELJE, 2014

Povzetek

Uvod: Osebe z motnjo v duševnem razvoju imajo različne komunikacijske sposobnosti. Lahko govorijo ali ne govorijo, uporabljajo oblike nadomestne in podporne komunikacije, vidne ali vedenjske iztočnice za svoje želje, potrebe in občutke. Učinkovita komunikacija z osebami z motnjami v duševnem razvoju je pomemben element v zdravstveni negi za zagotavljanje kakovostne zdravstvene nege. Nujno je poznavanje osnovnih značilnosti komuniciranja in dejavnikov, ki vplivajo na to, ali bo komuniciranje uspešno ali ne. Z raziskavo smo želeli ugotoviti, na kakšne načine izvajalci zdravstvene nege komunicirajo z osebami z motnjami v duševnem razvoju.

Metoda: Uporabili smo kvantitativno deskriptivno metodo raziskovanja, metodo deskripcije in tehniko anketiranja. Za zbiranje podatkov smo kot instrument uporabili strukturiran anketni vprašalnik. Uporabili smo neslučajnostni namenski vzorec, v katerega smo vključili 60 izvajalcev zdravstvene nege, ki so zaposleni v Centru za usposabljanje, delo in varstvo Dobrna in Zavodu za usposabljanje, delo in varstvo Dornava. Od 60 razdeljenih anketnih vprašalnikov smo dobili vrnjenih in pravilno izpolnjenih 42, kar predstavlja 70,0 % realizacijo vzorca. Podatki so bili analizirani s pomočjo programa SPSS 21.0. Koeficient Cronbach alfa znaša 0,76.

Rezultati: 37 (88 %) izvajalcev zdravstvene nege je mnenja, da je treba pri komunikaciji z osebami z motnjo v duševnem razvoju govoriti razločno in v kratkih stavkih. 22 (52,4 %) anketiranih meni, da so zelo pogosto potrpežljivi in strpni v komunikaciji z osebami z motnjo v duševnem razvoju. Najpogostejšo oviro pri kakovostni komunikaciji z njimi predstavlja pomanjkanje časa 29 (69,0 %), 22 (52,4 %) anketiranim pa nerazumevanje tega, kar jim oseba z motnjo v duševnem razvoju želi sporočiti. 22 (52,4 %) anketiranih navaja, da pri komunikaciji najpogosteje uporabljajo s kretnjami podprto komunikacijo. Da bi včasih potrebovali dodatna strokovna izobraževanja in izpopolnjevanja s področja komunikacije z osebami z motnjo v duševnem razvoju, je mnenja 24 (57,1 %) anketiranih.

Razprava in sklep: Ugotavljamo, da anketirani izvajalci zdravstvene nege znajo pravilno komunicirati z osebami z motnjo v duševnem razvoju, pa vendar bi potrebovali dodatna strokovna izobraževanja in izpopolnjevanja s področja kakovostne komunikacije z njimi. Predvsem bi bilo smiselno, da bi se izvajalci zdravstvene nege več izpopolnjevali na področju nadomestne in podporne komunikacije. Na ta način se olajša življenje posamezniku in se mu pomaga do večjega zadovoljstva in uspeha v življenju.

Ključne besede: komunikacija, nadomestna in podporna komunikacija, zdravstvena nega.

Abstract

Introduction: People with mental disorders have different communication skills. They can speak or not, use forms of augmentative and alternative communication, visible or invisible cues for their desires, needs and feelings. Effective communication with people with mental disorders is an important element in health care in order to provide quality services. It is

crucial to be familiar with basic characteristics of communication and factors that influence the outcome of the communication. Through the research we wanted to find out the ways of communication of health care providers with people with mental disorders.

Method: We used the quantitative descriptive research method, the descriptive method and the survey method. As the instrument for data gathering we used the questionnaire. We used a non-probability sample, which included 60 health care providers, employed in the Education, work and care centre Dobrna and the Education, work and care institute Dornava. We received 42 correctly completed questionnaires out of 60, which represents a realization of the sample of 70.0 %. The data was analyzed with the help of the software SPSS 21.0. Cronbach's alpha coefficient is 0.76.

Results: 37 (88 %) health care providers think that communication with people with mental disorders demands clear speaking with short sentences. 22 (52.4 %) of the questioned think that they are often patient and tolerant in communication with people with mental disorders. The most common obstacle in quality communication with such people represents the lack of time (29; 69.0 %) and not understanding, what a person with mental disorders is trying to say (22; 52.4 %). 22 (52.4 %) of the questioned state that they mostly use gesture-based communication. 24 (57.1 %) of them think that they would sometimes need additional professional education and training in the field of communication with people with mental disorders.

Discussion and conclusion: We can conclude that the questioned health care providers know how to properly communicate with people with mental disorders, but they would need additional professional education and training in the field of quality communication. It would be particularly reasonable, if health care providers would participate more in training in the field of augmentative and alternative communication. This method simplifies the person's life and helps him to be more satisfied and successful in his life.

Keywords: communication, augmentative and alternative communication, health care.