

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**MEDSEBOJNI ODNOSI IN KOMUNIKACIJA V ZDRAVSTVENO
NEGOVALNEM TIMU**

**INTERPERSONAL RELATIONSHIPS AND COMMUNICATIONS IN
HEALTHCARE TEAM**

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IZVLEČEK

Uvod: Zaradi vsakdanjih obveznosti in hitenja se vse premalo zavedamo, kako pomembni so komunikacija in medsebojni odnosi med člani zdravstveno negovalnega tima, saj so le zadovoljni člani tima lahko uspešni in prispevajo h kakovosti dela.

Namen: Namen diplomskega dela je predstaviti medsebojne odnose in komunikacijo v zdravstveno negovalnem timu.

Metode dela: V raziskavi smo uporabili deskriptivno metodo dela s študijem domače in tuje literature. Izvedli smo anonimno anketo, ki je vsebovala 18 vprašanj pretežno zaprtega tipa. Anketa je bila izvedena v Domu ob Savinji Celje, anketni vprašalnik je izpolnilo 38 zaposlenih. Podatke smo pridobili s pomočjo statistične metode analize anketnih vprašalnikov in jih prikazali s stolpičnimi grafi. Dobljene podatke smo uredili s pomočjo računalniškega programa Microsoft Excel.

Rezultati: Rezultati raziskave kažejo, da v zdravstveno negovalnem timu vladajo zelo dobri odnosi, ki so podprti z dobro komunikacijo. Člani tima se zavedajo pomena dobrih medsebojnih odnosov in dejavnikov, ki vplivajo nanje. Tako so do svojih sodelavcev vedno pošteni, solidarni, spoštljivi in odkriti ter občasno zaupljivi, vendar vsega v enaki meri ne prejemajo nazaj. Prav tako so mnenja, da medsebojni odnosi v timu v veliki meri vplivajo na zadovoljstvo in motivacijo pri delu ter kakovost opravljenega dela. Konfliktne situacije po njihovem mnenju najpogosteje nastanejo zaradi preobremenjenosti z delom in neustrezne komunikacije med člani tima.

Razprava in sklep: Delo zdravstveno negovalnega tima je psihično in fizično zelo naporno. Zaposleni so ujeti med pričakovanja in zahteve organizacije ter pritiske in zahteve stanovalcev ter njihovih svojcev. Vse delovne obremenitve pa je lažje premagovati, če je v timu uspešna in iskrena komunikacija, saj so od dobre komunikacije odvisni tudi medosebni odnosi s sodelavci.

Ključne besede: zdravstveno negovalni tim, komunikacija, medsebojni odnosi.

ABSTRACT

Introduction: Due to everyday obligations and hurrying we are insufficiently aware of the importance of communication and interpersonal relations among members of the health care team, since only satisfied team members can be successful and contribute to the work quality.

Purpose: The purpose of the thesis is to present interpersonal relations and communication in the health care team.

Work methods: In the research we used the descriptive work method with the study of domestic and foreign literature. We carried out an anonymous survey with 18 mostly closed typed questions. The survey was carried out in "Dom ob Savinji Celje" among 38 employees. We collected the data with the help of the statistical method of analyzing questionnaires and presented it with bar graphs. We processed the collected data with the computer program Microsoft Excel.

Results: The results of the research showed that the relations in the health care team are generally excellent and supported by good communication. Team members are aware of the importance of interpersonal relations and factors that impact them. Therefore, they strive to be fair, supportive, respectful, open and sometimes confiding towards their co-workers, but they do not receive that in return to the same extent. They also think that interpersonal relations in the team significantly impact job satisfaction, work motivation and work quality. Conflict situations according to them mostly occur due to work overload.

Discussion and conclusion: The work of a health care team is both physically and intellectually challenging. Team members are simultaneously trying to juggle meeting the expectations of the health care organization and the demands of the patients and their families. Work challenges, however, are easier to overcome in an environment that promotes communication, teamwork, and good relations among team members. It is thus imperative for health care organizations to foster healthy interpersonal relations within health care teams.

Keywords: health care team, communication, interpersonal relations.