

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**OVIRE PRI KOMUNICIRANJU IZVAJALCEV ZDRAVSTVENE NEGE
IN OSKRBE S SVOJCI NEOZDRAVLJIVO BOLNIH**

**OBSTACLES OF HEALTHCARE PROFESSIONALS IN
COMMUNICATION WITH RELATIVES OF TERMINALLY ILL
PATIENTS**

Študentka: DIJANA GLAVAŠ

**Mentorica: viš. pred. mag. DARJA PLANK, viš. med. ses., prof. zdr.
vzg.**

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

CELJE, 2019

POVZETEK

Uvod: Paliativna oskrba je celostna obravnava pacienta in njegovih svojcev od vstopa v proces do žalovanja. Pri tem komuniciranje izvajalcev zdravstvene nege in oskrbe s svojci pomembno vpliva na želen potek in cilje. Izvajalci zdravstvene nege in oskrbe potrebujejo pri komuniciranju s svojci strokovno znanje, verbalne in neverbalne veščine komuniciranja ter nenehno izobraževanje ter usposabljanje. Pri delu s svojci se izvajalci zdravstvene nege in oskrbe srečujejo z različnimi težavami. Z raziskavo smo želeli ugotoviti, kakšne so ovire izvajalcev zdravstvene nege in oskrbe pri komuniciranju s svojci neozdravljivo bolnih.

Metoda: Raziskava je temeljila na kvantitativni metodi raziskovanja in metodi deskripcije. Uporabili smo tehniko anketiranja. Za instrument smo uporabili anketni vprašalnik, ki smo ga oblikovali na osnovi pregleda literature. Uporabili smo neslučajnostni namenski vzorec, v katerega smo vključili 60 izvajalcev zdravstvene nege in oskrbe v Domu ob Savinji Celje. Pravilno izpolnjenih je bilo 59 anketnih vprašalnikov, kar predstavlja 98-odstotno realizacijo vzorca. Podatki so bili zbrani in obdelani s programom Microsoft Office Excel.

Rezultati: 76 odstotkov anketirancev ocenjuje svoje znanje s področja komuniciranja s svojci pacientov z neozdravljivo boleznijo kot zelo dobro. Podatki kažejo, da 76 odstotkov anketirancev ve, kakšen naj bi bil njihov odnos do svojcev pacientov. 79 odstotkov anketirancev meni, da so pri komuniciranju s svojci pacienta z neozdravljivo boleznijo najpomembnejši priprava na pogovor, primeren prostor ter dovolj časa. 20 odstotkov anketirancev meni, da na boljše komuniciranje s svojci vpliva spoštovanje mnenj, tudi če je različno, 19 odstotkov pa jih meni, da so to iskrenost in zaupanje v odnosu. Kot težave pri komuniciranju s svojci so anketirani izvajalci zdravstvene nege in oskrbe izpostavili časovno stisko (31 odstotkov), željo svojcev po takojšnjih rešitvah (17 odstotkov) ter neprimeren prostor za pogovor (16 odstotkov). Pri občutkih ob komuniciranju s svojci 23 odstotkov anketirancev ne doživlja straha, 22 odstotkov pa jih je strah pred obvladovanjem reakcije svojcev. Večina anketirancev ob sporočanju slabe novice čuti stisko ter bolečino svojcev (58 odstotkov). Osebne stiske izvajalci zdravstvene nege in oskrbe premagujejo s pogovori s sodelavci (31 odstotkov), pogovori z nadrejenimi (21 odstotkov) ter preživljanjem časa v naravi (21 odstotkov). 76 odstotkov anketirancev se strinja, da imajo podporo vodstva pri reševanju osebnih stisk, in se nanje tudi obrnejo. 90 odstotkov anketirancev pozna aktivnosti, ki jih imajo na voljo za lažje premagovanje osebnih stisk in težav v organizaciji, v kateri so zaposleni.

Razprava in sklep: Ugotavljamo, da so na področju komuniciranja s svojci pacientov z neozdravljivo boleznijo ovire sistemske narave, kot so pomanjkanje veščin komuniciranja, časovna stiska in neprimerni prostori za pogovor. Sklepamo, da se zaradi tega izvajalci zdravstvene nege in oskrbe pri komuniciranju s svojci srečujejo z različnimi težavami, ki zagotovo vplivajo na potek in kakovost paliativne oskrbe.

Ključne besede: komunikacija, medicinska sestra, svojec, neozdravljivo bolnih, paliativna oskrba.

ABSTRACT

Introduction: Palliative care is integrated treatment of the patient and their closest relatives from entering the process to the final process of mourning. In this process, the communication between nursing care providers with patient's relatives strongly affects the desired course and the results of care. When communicating with patient's relatives, nursing care providers need professional knowledge, verbal and non-verbal communication skills and continuous training. When dealing with patient's relatives, nursing care providers encounter many different challenges. The purpose of the research was to find out what obstacles nursing care providers face when communicating with the relatives of the terminally ill.

Method: The research was based on the quantitative research method and the descriptive method. The technique of survey was used in the research, and a questionnaire as a research instrument, which was formulated on the basis of a literature review. We used a non-random purposive sample, comprising 60 nursing care providers in the home for the elderly Dom ob Savinji Celje who concluded their formal education at the secondary or higher education level. 59 questionnaires were correctly filled in, which accounts for 98% realisation of the sample. The data chosen for the survey were collected and processed with Microsoft Office Excel.

Outcome: 76% of the respondents estimate their current knowledge in the field of communication with relatives of patients with an incurable disease as very good. The data show that 76% of the respondents know what their attitude to patient's relatives should be. 79% of the respondents believe that preparation for a conversation, adequate place and enough time are the most significant elements when communicating with relatives of patients suffering from an incurable disease. 20% of the respondents believe that respect for opinions, even though different from expected, affects a better communication. 19% of them are of the opinion that honesty and trust in a relationship influence a better communication. As communication obstacles when dealing with patient's relatives, the respondents pointed out shortage of time (31%), the desire of patient's relatives for immediate solutions (17%), and inadequate place used for having a discourse (16%). 23% of the respondents do not feel anxiety when communicating with patient's relatives, and 22% of them are afraid of coping with reactions of patient's relatives. The majority of the respondents (58%) feel distress and pain of patient's relatives when reporting bad news to them. nursing care providers overcome their personal distress in different ways: a) by confiding to their work colleagues (31%), b) by having a discourse with their superiors (21%), and c) by spending some time in nature (21%). 76% of the respondents agree to have support of their superiors when tackling their personal distress, and they can always confide to them. 90% of the respondents are aware of the activities available for them to ease their personal distress and problems within the organisation they work for.

Discussion and conclusion: According to the survey conducted, we can ascertain that when communicating with relatives of patients suffering from an incurable disease there are several obstacles of a systemic nature, such as the lack of communication

skills, shortage of time and inadequate place used for a discourse. We can conclude that all this is the reason why nursing care providers encounter many different challenges and face several problems when communicating with patient's relatives. This certainly affects the course and the quality of palliative care.

Key words: communication, nurse, relative, patient with an incurable disease, palliative care.