

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

NASILJE NAD ZAPOSLENIMI V ZDRAVSTVENI NEGI

VIOLENCE AGAINST STAFF IN NURSING CARE

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IZVLEČEK

Uvod: Pojav nasilja nad zaposlenimi v zdravstveni negi ni bil problem le v preteklosti, ampak je velik problem tudi v sedanjem času po vsem svetu.

Namen: Namen diplomskega dela je bil predstaviti nasilje nad zaposlenimi v zdravstveni negi.

Metode dela: Uporabljena je bila deskriptivna metoda s preučevanjem domače in tuje literature, deduktivna metoda in metoda analize dokumentov ter anketiranja. Za raziskavo smo uporabili anonimni anketni vprašalnik. Raziskavo smo izvedli v Domu Nine Pokorn Grmovje v mesecu juliju 2013. Razdeljenih je bilo 52 anket, od tega je bilo vrnjenih 50, kar predstavlja 96,1-odstotno odzivnost.

Rezultati: Skoraj polovica vprašanih je odgovorilo, da se med varovanci počutijo bolj varne kot ne. Velika večina vprašanih je že bila priča nasilju na delovnem mestu. Kot najpogostejše vrste nasilja so navedli verbalno, fizično in psihično nasilje. Anketiranci so se na nasilje odzvali tako, da so o neželenu dogodku obvestili nadrejenega. Na vprašanje, kdo največkrat izvaja nasilje nad zaposlenimi, so anketiranci odgovorili, da so to stanovalci in svojci. Zaposleni v zdravstveni negi so mnenja, da se nasilje najpogosteje dogaja v dopoldanskem in popoldanskem času. Večina anketirancev je mnenja, da je nasilje, ki ga doživljajo na delovnem mestu, del njihovega poklica. Prav tako ima nasilje na delovnem mestu na anketirance vpliv, saj več kot polovica vprašanih meni, da jih včasih moti pri delu. Več kot polovica sodelujočih v anketi meni, da imajo zadostno znanje o obvladovanju nasilja na delovnem mestu. Anketiranci zagovarjajo mnenje, da bi bilo za preprečevanje nasilja na delovnem mestu potrebno več izobraževanja o obvladovanju nasilja.

Razprava in sklep: Rezultati ankete nakazujejo, da se nasilje nad zaposlenimi v zdravstveni negi dogaja zelo pogosto, čeprav se o tem ne govori veliko. Vsekakor bi bilo potrebno narediti več na področju izobraževanja zaposlenih o obvladovanju nasilja na delovnem mestu. Prav tako bi pozitivno delovale razne delavnice za zaposlene, ki so namenjene izboljšanju medsebojnih odnosov med zaposlenimi.

Ključne besede: nasilje, zaposleni v zdravstveni negi, neželenu dogodek, posebno socialno varstveni zavod.

ABSTRACT

Introduction: Violence against health care employees has not only been present in the past, but it still represents a serious problem worldwide.

Purpose: The purpose of the thesis is to study the phenomenon of violence in a health care environment.

Work methods: Methods used in the thesis were descriptive method with Slovenian and foreign literature, deductive method, document analysis and questionnaire method. A questionnaire served as a research instrument and was distributed among health care employees at Dom Nine Pokorn Grmovje. The research took place in July 2013. There were 52 questionnaires distributed, 50 of them were collected, what represents the response of 96,1%.

Results: Almost a half of all participants who completed the questionnaire feel safe in the presence of patients. An overwhelming majority of participants have already witnessed violence in their work environment. The most frequent forms of violence mentioned were verbal, physical and psychological violence. The participants mostly informed their superiors about the unwanted event. Those who perform violence against health care employees most frequently include residents, followed by the patients' relatives. The health care employees opinion is that violence mostly occurs in the morning and afternoon hours. The majority of participants think dealing with this kind of violence is an integral part of their work. Nevertheless, for the half of them the violence can sometimes be disturbing. They, however, believe to have enough knowledge to cope with these situations. In general, they believe more education in the field of violence at work would enable them to deal with it even more effectively.

Discussion and conclusion: The results show health care employees are often victims of violence, although this is usually not spoken about. There should be more done in the field of education on how to deal with violence at work. Another positive influence would be workshops which would help to improve relationships between employees.

Keywords: violence, health care employees, unwanted events, special social institution.