

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

POMEN KOMUNIKACIJE V OBRAVNAVI STAROSTNIKA

**THE IMPORTANCE OF COMMUNICATION IN THE TREATMENT OF
ELDERLY PEOPLE**

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IZVLEČEK

Uvod: Zaradi vsakdanjih obveznosti, občutka nenehnega pomanjkanja časa in s tem povezanega hitenja, zaradi vedno novih želja in interesov v času, ko nam življenje krojijo še različni elektronski mediji, se morda niti ne zavedamo, kako pomembna je v obravnavi starostnika dobra komunikacija.

Kakovost človekovega življenja je odvisna od medčloveškega sožitja, le-to pa je tesno povezano s kakovostjo medsebojnega komuniciranja.

Namen: Namen diplomskega dela je opisati posebnosti besedne in nebesedne komunikacije s starostnikom in ugotoviti, kakšen pomen ima komunikacija pri obravnavi starostnika v domu za ostarele.

Metode dela: Raziskava je temeljila na kvantitativni metodologiji. Podatke smo pridobili s pomočjo anonimnega vprašalnika, s katerim smo anketirali 54 starostnikov Doma upokoјencev Polzela. Dobljene podatke smo obdelali s pomočjo računalniškega programa Microsoft Excel in jih prikazali v grafih.

Rezultati: V raziskavi je sodelovalo nekoliko več žensk kot moških, največ jih je bilo v starostni skupini od 81 do 90 let. Rezultati so pokazali, da so po mnenju večine starostnikov zaposleni v negovalnem timu doma v komunikaciji z njimi samo delno potrpežljivi in strpni in niso dovolj pozorni na povratne informacije, ki jih dobijo od starostnikov. Največ starostnikov tudi meni, da je najpogostejša motnja v njihovi komunikaciji z zaposlenimi prisotnost tretje osebe med zaupnim pogovorom.

Razprava in sklep: Zaposleni v negovalnem timu Doma upokoјencev Polzela komunikaciji s starostniki ne pripisujejo tako velikega pomena, kot bi ga morali. Rešitev problema vidimo v zavestnem usmerjanju pozornosti vseh zaposlenih na lastno in sogovornikovo besedno in nebesedno sporočanje, v prebiranju strokovne literature in v udeležbi na učnih delavnicah. Medicinske sestre morajo poznati potrebe, ki jih imajo starostniki, in posebnosti, ki jih morajo upoštevati pri komunikaciji z njimi. S starostniki morajo biti bolj potrpežljive in strpne, med zaupnim pogovorom so jim dolžne zagotoviti zasebnost. Več pozornosti morajo posvetiti tudi pridobivanju povratnih informacij. Za objektivnejšo oceno uporabe in učinkovitosti besedne in nebesedne komunikacije med starostniki in zaposlenimi v negovalnem timu bi morali v raziskavo vključiti tudi zaposlene. Po zgledu tujih raziskav bi bila primernejša metoda opazovanja.

Ključne besede: starostnik, komunikacija, negovalni tim, dom upokoјencev.

ABSTRACT

Introduction: Due to everyday obligations, the feeling of a constant lack of time and consequent hurrying, due to ever new wishes and interests in a time when different types of electronic media shape our lives, we are perhaps not even fully aware of how important good communication is when taking care of an older person.

The quality of a person's life depends on how well one functions in relation to other people. And this is, of course, a matter of good communication.

Purpose: The purpose of this diploma paper is to describe the special elements of the verbal and non-verbal communication with an elderly person and to find out what is the role of communication in taking care of an elderly person in a home for the elderly.

Methods of work: The research was based on the quantitative methodology. We acquired the data by means of an anonymous questionnaire which was given to fifty-four elderly people in the Polzela Home for the Elderly. The acquired data was processed with the computer program Microsoft Excel and then shown in graphs.

Results: The research included a few more women than men and the majority of them were in the age group from eighty-one to ninety years. The results showed that, according to the majority of elderly people, the members of the nursing team were only partially patient in communication and that they did not pay enough attention to the information given by the elderly. The majority of the elderly also think that the most frequent disturbance in their communication with the staff is the presence of the third party during a confidential talk.

Discussion and conclusion: The members of the nursing team in the Polzela Home for the Elderly do not pay enough attention to the communication with the elderly. The solution to this problem is obviously in a conscious decision of the staff to pay more attention to the verbal and non-verbal communication between them and the elderly. The staff should also study technical manuals and they should participate in the appropriate workshops. The nurses have to be familiar with the needs of the elderly and with the particularities which they have to take into account when communicating with them. They have to be more patient and tolerant with the elderly and during a confidential talk the nurses are obliged to ensure privacy. They also have to be more aware of the acquisition of the feedback information from the elderly. For a more objective evaluation of the usage and efficiency of the verbal and non-verbal communication between the elderly and the staff of the nursing team, the staff should also have been included in the research. Following the examples of foreign researches, the method of observation would be more appropriate.

Keywords: an elderly person, communication, nursing team, home for the elderly.