

VISOKA ZDRAVSTVENA ŠOLA V CELJU

**NEVERBALNA KOMUNIKACIJA V ZDRAVSTVENI
NEGI**

NONVERBAL COMMUNICATION IN NURSING CARE

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Povzetek

Uvod: Neverbalna komunikacija je zelo močno sredstvo komuniciranja in velikokrat pove več kot besede. Zato je poznavanje pomena neverbalnih znakov in sporočil, ki jih zaposleni v zdravstveni negi prejemajo in pošiljajo med komuniciranjem, za njih profesionalna obveznost in pogoj. Z raziskavo smo želeli preučiti poznavanje in uporabo neverbalne komunikacije med zaposlenimi v zdravstveni negi.

Metode dela: Raziskava je temeljila na kvantitativni tehniki dela, uporabili smo deskriptivno metodo. Kot instrument smo uporabili anketni vprašalnik, izdelan izključno za potrebe te raziskave. Anketne vprašalnike smo razdelili med 60 izvajalcev zdravstvene nege na treh internističnih oddelkih v Splošni bolnišnici Celje. Vrnjenih in pravilno izpolnjenih je bilo vseh 60 vprašalnikov, kar pomeni 100% realizacijo vzorca. Podatki, pridobljeni z raziskavo, so bili analizirani, obdelani in prikazani s pomočjo računalniškega programa Microsoft Word in Microsoft Excel.

Rezultati: 47 (78 %) zaposlenih v zdravstveni negi meni, da je neverbalna komunikacija samo sporočanje s telesom in z obrazno mimiko, polovica anketirancev pozna tudi njen pomen v zdravstveni negi. Pri komuniciranju s pacienti zaposleni vzpostavijo očesni stik, se nasmehnejo in imajo odprto držo telesa. Po mnenju anketirancev največji delež k vzpostavitvi dobrega odnosa s pacienti prispevata obrazna mimika zaposlenih in čas, ki je na voljo za paciente. 57 (95 %) zaposlenih v zdravstveni negi je odgovorilo, da so pri svojem delu pozorni na lastno neverbalno komuniciranje, pri čemer zavestno uporabljajo določene oblike neverbalne komunikacije, največkrat nasmeh in očesni stik.

Razprava in sklep: Rezultati raziskave kažejo, da zaposleni v zdravstveni negi v komunikaciji s pacienti, z njihovimi svojci, s sodelavci in z nadrejenimi nekatere oblike neverbalnega komuniciranja bolj, druge manj poznajo, prepoznajo in tudi zavestno uporabljajo. Z dodatnim znanjem o neverbalni komunikaciji ter s spoznavanjem vseh oblik in načinov neverbalnega komuniciranja bi zaposleni v zdravstveni negi lažje vzpostavili in ohranili dobre medosebne odnose z drugimi, večje bi bilo zadovoljstvo pacientov in zaposlenih ter višja kakovost zdravstvene nege.

Ključne besede: komuniciranje s pacienti, neverbalno komuniciranje, govorica telesa.

Abstract

Introduction: Non-verbal communication is a very powerful means of communication and it often tells us more than words. Therefore, understanding the importance of non-verbal signs and messages, received and sent while communicating, is an obligation and requirement for the healthcare employees. This research studied the knowledge and the use of non-verbal communication among the healthcare employees.

Methods: The research was based on quantitative technique, more specifically, a descriptive approach was used. As an instrument, we used a questionnaire designed exclusively for the purposes of this research. The questionnaires were distributed among 60 healthcare practitioners in three departments of internal medicine division in General Hospital Celje. All 60 questionnaires were returned and duly completed. Therefore, the realisation of the sample is 100%. The data obtained from the survey were analyzed, processed and displayed by using computer programs Microsoft Word and Microsoft Excel.

Results: 47 (78%) healthcare employees believe that non-verbal communication means solely sending a message with their bodies or facial expressions. Half of the respondents also understand its importance in healthcare. While communicating with their patients, the employees establish eye-contact, smile and have an open posture. The two things that contribute the most to the establishment of a good relationship with patients are, according to the respondents, employees' facial expressions and the time available for their patients. 57 (95%) healthcare employees stated that they pay attention to their own non-verbal communication while working, knowingly using certain forms of non-verbal communication, mostly smile and eye contact.

Discussion and conclusion: The results of the research show that healthcare employees, while communicating with patients, patients' relatives, co-workers and superiors, recognize and consciously use some forms of non-verbal communication more than others. By possessing additional knowledge about non-verbal communication, and getting to know all the forms and methods of non-verbal communication, it would be easier for healthcare employees to establish and maintain good interpersonal relationships. The latter would also improve patients' and employees' satisfaction and would increase the quality of the healthcare itself.

Keywords: communicating with patients, non-verbal communication, body language.