

VISOKA ZDRAVSTVENA ŠOLA V CELJU

DIPLOMSKO DELO

**POMEN KOMUNIKACIJE S SVOJCI KRITIČNO BOLNIH V ENOTI
INTENZIVNE MEDICINE**

**THE IMPORTANCE OF COMMUNICATION WITH RELATIVES OF
CRITICALLY ILL PEOPLE AT THE DEPARTMENT OF INTENSIVE
MEDICINE**

Študentka: SUZANA TEPEŠ

Mentorica: pred. DUŠKA DREV, viš. med. ses., univ. dipl. org.

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

CELJE, 2013

IZVLEČEK

Uvod: Zdravstvena nega kritično bolnih zajema celostno obravnavo kritično bolnih in tudi njihovih svojcev. Medicinske sestre dnevno doživljajo intenzivna čustva kritično bolnih in njihovih svojcev, ki so obupani, jezni, prestrašeni in nemočni. S pravilno in učinkovito profesionalno komunikacijo prepoznamo in opredelimo potrebe svojcev kritično bolnih, hkrati pa svojci zaupajo zdravstvenemu timu, imajo upanje in vedo, kje bodo dobili oporo ob čustveni stiski.

Namen: Osnovni namen diplomskega dela je opredeliti pojem komunikacije s svojci kritično bolnih in predstaviti njene značilnosti.

Metode dela: Uporabili smo deskriptivno in deduktivno metodo dela ter metodo analize dokumentov, za pridobitev želenih podatkov pa smo uporabili anonimen anketni vprašalnik. Sodelovalo je 50 svojcev kritično bolnih, ki so se za čas naše raziskave zdravili na Oddelku za intenzivno interno medicino in v Enoti intenzivne terapije operativnih strok Splošne bolnišnice Celje. Raziskava je potekala od septembra do novembra 2012.

Rezultati: Ugotovili smo, da so medicinske sestre posvečale pozornost svojcem kritično bolnih, da so jim vedno pristopile (44 %) in si vzele čas za pogovor (44 %) ter da so bili deležni čustvene podpore. Raziskava je prav tako pokazala, da so svojci dobili v največjem odstotku (98 %) ustna in pisna navodila in da so jim bile podane natančne in razumljive informacije (94 %). Anketiranci (82 %) so izrazili potrebo po pregledni informativni zloženki.

Razprava in sklep: Rezultati kažejo, da je komunikacija s svojci kritično bolnih v enoti intenzivne medicine dobra. Odgovori na anketna vprašanja nam dajejo smernice za nadaljnje delo, za izboljšave na področju komunikacije s svojci kritično bolnih kakor tudi za identifikacijo potencialnih dejavnikov, ki bi lahko vplivali na potrebe, zadovoljstvo in pričakovanja svojcev v času zdravljenja pacientov na oddelku za intenzivno medicino.

Ključne besede: komunikacija, kritično bolni, svojci kritično bolnih, intenzivna medicina.

ABSTRACT

Introduction: Health care of critically ill consists of comprehensive treatment of the critically ill and also their relatives. Nurses are daily experiencing intensive emotion of critically ill and their relatives, who are despaired, angry, scared and powerless. With proper and effective professional communication we recognize and define the needs of the relatives of critically ill and consequently relatives trust the medical team, have hope and know, where they will receive support in an emotional distress.

Purpose: The main purpose of the thesis is to define the concept of communication with relatives of critically ill and present its characteristics.

Work methods: We used the descriptive and deductive work methods and the method of document analysis, in order to obtain desired data we used an anonymous survey. In the survey participated 50 relatives of critically ill, which are at the time of the research treated at the Department for intensive medical care and in the Unit for intensive surgical therapy of the General hospital Celje. The research took place from September to November 2012.

Results: We found out that nurses devoted lots of attention to relatives of critically ill, that they always approached them (44 %) and took their time to talk (44 %) and that they gave them emotional support. The research also showed, that relatives mostly got verbal and written instructions (98 %) and that they were provided with accurate and understandable information (94 %). The questioned (82 %) expressed a need for a clear information leaflet.

Discussion and conclusion: The results show, that the communication with relatives of critically ill in the intensive care unit is good. The answers to the survey questions provide us with directions for further work, improvements in the field of

communication with relatives and identification of potential factors, which could affect the needs, satisfaction and expectation of relatives during the treatment of patients in the department for intensive medicine.

Keywords: communication, critically ill, relatives of critically ill, intensive medicine.

