

Abstract

Bachelor thesis „ Aggressive patients' behavior from the nurse's point of view“ deals with the problems of rising incidence of aggression and violence towards nurses in health care facilities. The thesis is divided into two parts, theoretical and empirical. Theoretical part includes an introduction to the given problem and getting familiar with several basic concepts., which are important for understanding of this phenomena. The theoretical part is bringing a brief overview of already published studies with the same topic in the Czech Republic, in Europe and across the world. Empirical part informs about own research outcomes, which was conducted with the participation of 178 respondents, who work as nurses in two large health care facilities in Prague. We used a questionnaire method based on VAPS scale (Violence and Aggression of Patients Scale), which determines the frequency of nurses contact with different types of patients' aggression during the last year. Statistical processing was done by using Mann– Whitney U-test. Over the preceding 12 months, 95.5% of respondents had experienced verbal aggression and 80.3% physical violence, which are similar numbers as in other studies using VAPS scale, but more than is reported in the literature. Empirical part also contents evaluation of own results and hypotheses, comparison of own results with already published studies, followed by discussion, recommendations for future practice , based primarily on our own research results, and conclusion.

Keywords: nursing, aggression, patient, nurse