

Abstract

The bachelor thesis deals with the production of educational material for neonatal wards in order to improve communication between medical staff and the individual who takes care of a newborn. The cards are described in four different languages to be useful not only for Czech-speaking residents of Czech Republic.

The thesis uses qualitative methodology. The theoretical part is divided into four chapters that explain the concept of communication, discuss pictograms as a form of communication and multicultural nursing. It continues with basic care of the physiological newborn, while in the last chapter we deal with concepts from neonatology, such as Bonding and the rooming-in system. The practical part describes the production of communication cards and their following use in practice.

Key words: communication, pictograms, physiological newborn care, multicultural nursing