

ABSTRACT

The diploma thesis deals with the effectiveness of interdisciplinary cooperation by setting up processes focused on communication and information sharing in a multidisciplinary team. It is based on theoretical starting points mainly in connection with a systemic approach to the client. The principle of case management, individual cooperation with the client and the consulting paradigm of social work were applied here.

The aim of the work is to identify possible forms of effective interdisciplinary cooperation in the selected facility, using the example of which it presents the elements affecting the quality of outputs of care planning for clients with multiple sclerosis in the conditions of a specific residential respite service.

In the theoretical part of the thesis, a unique organization in the Czech Republic, which has been involved in the care of people in a long term, especially in the advanced stage of the disease and which includes a residential respite service, is presented. The mentioned respite service strives to improve the quality of care for clients by setting up effective interdisciplinary cooperation using the Human Centered Design (HCD) method. Through a case study describes the process of introducing change and setting up cooperation processes in a specific multidisciplinary team is described.

The research part deals with the process evaluation of the implementation of this program before its introduction into the entire organization. Process evaluation assesses the quality of the implementation of proposed changes, provides feedback and identifies factors that have influenced the implementation of the program during its course and outcome.

The use of the HCD method aimed at a positive impact at the organizational level, at clients and also systemically as an example of good practice. The new system of interdisciplinary cooperation was supposed to support openness, greater employee participation and interconnectedness of processes in the functioning of MDT.

Keywords

effectiveness of cooperation, individual planning, interdisciplinary cooperation, multidisciplinary team, multiple sclerosis, social service, Human Centred Design, The Learning Organization