



## CRITICAL CARE NURSE

Everyday meeting and working with relatives of critically ill in a unit of intensive medicine is extremely difficult. It is therefore necessary to have a good knowledge of techniques of correct and professional communication. By doing this, we achieve a genuine human relationship and we can communicate well with our relatives. First of all, they want this from us. We must be aware that in addition to us, we are deeply concerned about our relatives who trust us. We need to know them, and we must constantly try to help and support them. The way information will be transmitted is important for establishing a good relationship between family members and a team in the intensive medicine unit. The success of treating life-threatening patients in the intensive care unit depends primarily on team work and well organized interaction of all medical professions and experts who are involved in the treatment. In doing so, we cannot in any way ignore the role and responsibility of nursing care. The level, method and extent of communication in the nursing process depend on all participants. In a relationship a healthy man - a sick person must always adjust to the nurse. This applies to communication behaviors, speech modes, the extent of information and the use of individual resources. For communication, feedback is crucial. It is therefore important that the receiver receives the message - receives the information, interprets it and answers the transmitter, gives it feedback and responds to it. Typically, people accept the messages selectively; those who are in line with personality, expectations, value systems, etc., are easily accepted, but resistance to new information appears. Those who are critically ill are faced with a difficult situation when they receive their family member into the intensive care unit because they come to an unknown environment with highly developed technological equipment, most of which depends on the lives of their loved ones. They instantly change their lives, care for their dear ones, and at the same time fight their own fears to lose it. The information is incomprehensible or interpreted differently, which leads to resistance and opposition to communication. Resistance is a sign that there is a lack of adaptable communicator, that is, a healthcare professional. It is important that interpersonal communication





between health professionals and relatives of critically ill persons is understandable and open. Open communication means an open dialogue and a path to trust and security. In the communication process between the transmitter and the receiver (in our case, among healthcare professionals and / or patients / relatives), there can be disturbances or noise that limit the effective transmission and reception of messages.

In the interaction with relatives of critically ill, conflict can also occur. The essence of any conflict situation is the confrontation between two excluding desires, needs, interests or opinions, etc. It complicates attempts to resolve conflict situations that, due to inadequate discernment, not only lead to resolution, but often also deepen the conflict. The illness or unexpected deterioration of the health condition affects relatives and personally changes them. They are disappointed with their expectations, there is fear and a feeling of guilt. Fear is often realistic and should not be denied. They should talk about this because they would be easier, but in this situation they react differently. Intensive medicine represents an environment in which state-of-the-art diagnostic and therapeutic methods and procedures for the treatment of patients are implemented. Intensive medicine is a branch of medicine that, with specially acquired skills and knowledge at all levels of medical education, ensures the identification and treatment of patients with various, severe, but usually curable organic failures that result from various diseases or injuries. The work on this department is ongoing. In the diagnostic therapeutic procedures and procedures, a multidisciplinary team is involved, in which besides doctors of various specialties participate nurses, physiotherapists, dietitians, pharmacists, service providers (laboratory, X-ray, microbiological laboratory, transfusion center, toxicology laboratory, endoscopic center) and, if necessary, other health professionals. The work is based on a team approach where, in addition to a doctor, a highly educated and trained nursing staff is crucial for the favorable outcome of the treatment of critically ill persons. Due to a particularly severe form of illness, illness conditions or injuries in intensive medicine, special apparatus and devices, premises and a spe-





cially adapted organization of work are used. Relatives are important partners in medical treatment and a source of information and resources. Sickness, emergency interventions and other life events affect not only the individual, but also the family members. During treatment at the institution, relatives are a link between the patients' home and offer them emotional security with feelings of trust. The expectations of relatives in the treatment depend on various factors, such as the relationship with the diseased, the prognosis of the disease, the treatment options and the prospects of the future of the diseased person. This considerations, and my experience as a close member to someone who is ill, made me love nursing as a profession.

Having experience of what the critically ill go through, as well as the suffering of their relatives, motivates me to be a considerate, compassionate and empathetic nurse.

