

Abstract

Background: This paper focuses on conflict prevention and de-escalation in pediatric nursing.

Aims: The theoretical aim of this thesis is to review relevant information on conflict prevention and de-escalation in paediatric nursing from the available Czech and international literature. The obtained knowledge is to be sorted, critically assessed and evaluated. The empirical aim of this thesis is to carry out quantitative research using a non-standardized questionnaire distributed to nurses working in paediatric inpatient wards of Motol University Hospital, to statistically process and evaluate the obtained data and to formulate conclusions and recommendations on conflict prevention and de-escalation for practice based on the results of the questionnaire survey.

Methodology: The research was conducted in the form of a non-standardized anonymous questionnaire of our own design, distributed to paediatric, general and practical nurses working in the paediatric wards at Motol Hospital. 144 correctly completed questionnaires are included in the final study.

Results: The research survey revealed that although 72% of nurses consider education on conflict prevention and de-escalation important, only 21% of nurses have received such education in the last 5 years. Of the 68% of nurses who report that they are unfamiliar with the principles of global Family Centred Care, two-thirds would like to learn more about this topic. 69% of nurses perceive poor communication and misunderstanding as the most common reason for conflict and 50% of nurses think that a consistent approach by health care professionals would reduce the incidence of conflict. 43% of respondents perceive an incoherent approach to patients as one of the most common reasons for conflict. The research revealed no statistically significant association between nurses of different ages, with different levels of education or length of experience and their responses in the survey.

Conclusion: The research revealed gaps in pediatric nurse education on conflict prevention and de-escalation. The research suggests that the topic of conflict prevention and de-escalation in pediatric nursing is under-mapped and more extensive research, such as research on the topic, is needed.