



ΕΛΛΗΝΙΚΟ ΑΝΟΙΚΤΟ ΠΑΝΕΠΙΣΤΗΜΙΟ

ΣΧΟΛΗ ΚΟΙΝΩΝΙΚΩΝ ΕΠΙΣΤΗΜΩΝ

**ΜΕΤΑΠΤΥΧΙΑΚΟ
ΠΡΟΓΡΑΜΜΑ ΣΠΟΥΔΩΝ
«ΔΙΟΙΚΗΣΗ ΜΟΝΑΔΩΝ ΥΓΕΙΑΣ»**

ΔΙΠΛΩΜΑΤΙΚΗ ΕΡΓΑΣΙΑ

*«Η επιδραστικότητα της επικοινωνίας στη σχέση εμπιστοσύνης και
ψυχολογικής ευημερίας μεταξύ επαγγελματιών υγείας και ασθενών σε
μονάδες εντατικής καρδιολογικής φροντίδας: μια φαινομενολογική
διερεύνηση»*

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Περίληψη

Η παρούσα διπλωματική εργασία διερευνά το ρόλο της επικοινωνίας στη Μονάδα Εντατικής Παρακολούθησης Καρδιοπαθών (ΜΕΠΚ), εστιάζοντας στις εμπειρίες ασθενών και επαγγελματιών υγείας. Σκοπός της μελέτης, ήταν να αναδειχθούν οι μηχανισμοί μέσω των οποίων, συνιστώσες όπως η λεκτική και μη λεκτική επικοινωνία, η ενσυναίσθηση, η ενημέρωση, η διαχείριση δύσκολων συζητήσεων και η συνεργασία της ομάδας φροντίδας, επηρεάζουν την εμπειρία νοσηλείας, την εμπιστοσύνη, την ασφάλεια και την ψυχολογική ευημερία, όπως βιώνονται από τους ασθενείς.

Η έρευνα ακολούθησε ποιοτική μεθοδολογική προσέγγιση. Τα δεδομένα συλλέχθηκαν μέσω ημιδομημένων συνεντεύξεων με 11 ασθενείς, 19 νοσηλεύτριες/νοσηλευτές, 10 καρδιολόγους, 1 ψυχίατρο, 1 φυσιοθεραπευτή και 1 καρδιοχειρουργό. Συμπληρωματικά, αξιοποιήθηκε ημερολόγιο παρατήρησης 25 ημερών στη ΜΕΠΚ, ώστε να αποτυπωθεί η επικοινωνία στην καθημερινή κλινική πράξη.

Τα ευρήματα ανέδειξαν ότι η επικοινωνία στη ΜΕΠΚ, συνιστά δομικό στοιχείο της φροντίδας και όχι απλώς διαδικασία μετάδοσης πληροφοριών. Οι ασθενείς συνέδεσαν τη σαφή ενημέρωση, την ήρεμη στάση, τη βλεμματική επαφή, το άγγιγμα και την ανθρώπινη προσέγγιση του προσωπικού με μείωση του άγχους και ενίσχυση της εμπιστοσύνης. Οι νοσηλευτές ανέδειξαν την ενσυναίσθηση, τη μη λεκτική επικοινωνία και τη συνεχή παρουσία ως πυρήνα της φροντίδας, αλλά και ως πηγή συναισθηματικής επιβάρυνσης. Οι ιατροί και λοιποί επαγγελματίες υγείας, τέλος, τόνισαν τη σημασία της σαφήνειας, της προσαρμογής στον ασθενή, της διεπιστημονικής συνεργασίας και της ειλικρινούς ενημέρωσης ενόψει κρίσιμων καταστάσεων.

Συνολικά, αναδύθηκε το συμπέρασμα ότι η αποτελεσματική επικοινωνία στη ΜΕΠΚ, συνδέεται με την ποιότητα και ασφάλεια της φροντίδας, την αξιοπρέπεια του ασθενούς και την επαγγελματική ικανοποίηση του προσωπικού.

Λέξεις κλειδιά: επικοινωνία, ενσυναίσθηση, ΜΕΠΚ, ασθενείς, επαγγελματίες υγείας

“The impact of communication on trust and psychological well-being in the relationship between healthcare professionals and patients in Cardiac Intensive Care Units: a phenomenological exploration”

Abstract

This thesis explores the role of communication in the Cardiac Intensive Care Unit (CICU), focusing on the experiences of patients and healthcare professionals. The aim of the study, was to highlight the mechanisms through which, components such as verbal and non-verbal communication, empathy, information, management of difficult conversations and care team collaboration, affect the hospitalization experience, trust, safety and psychological well-being, as reported by patients.

The research followed a qualitative methodological approach. Data were collected through semi-structured interviews with 11 patients, 19 nurses, 10 cardiologists, 1 psychiatrist, 1 physiotherapist and 1 cardiac surgeon. In addition, a 25-day observation diary in the CICU was used to capture communication in daily clinical practice.

The findings highlighted that communication in the CICU, is a key element of care and not simply a process of transmitting information. Patients linked clear information, a calm attitude, eye contact, touch and the human approach of the staff with reducing anxiety and increasing trust. Nurses highlighted empathy, non-verbal communication and constant presence as the core of care, but also as a source of emotional burden. Finally, doctors and other health professionals, stressed the importance of clarity, adaptation to the patient, interdisciplinary collaboration and honest information in view of critical situations.

Overall, one conclusion emerged: effective communication in the CICU, is linked to the safety and quality of care, patient dignity and staff satisfaction.

Keywords: communication, empathy, CICU, patients, health professionals

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