

## Summary

**Title:** The phenomenon of consumerism and aggressive behavior of hospitalized patients in the patient-nurse relationship.

**Introduction:** Consumerism in health care applies to the medical services performed. Increasingly greater demands on the part of patients and their claims often contribute to patient-nurse conflicts. Too much workload on nursing staff, growing frustration due to low wages and small staffing often causes frustration, which translates into the occurrence of negative behaviors.

**The aim of the work:** The main aim of this study is to assess the impact of the phenomenon of consumerism and aggressive behavior in hospitalized patients from the perspective of patients and nurses.

**Materials and method:** The following research tools were used in the conducted research:

- Abbreviation Test Mental Performance according to Hodgkinson (AMTS Abbreviated Mental Test Score),
- Passat Hospital 1,
- Questionnaire Aggression BUSS-PERRY (Amity1 version),
- CECS Scale Control Emotional,
- Author's questionnaire for a patient,
- Author's questionnaire for a nurse.

The study group consisted of 593 patients hospitalized in the KSW hospital No. 1 in Rzeszów and 300 nurses working in the same hospital.

**Results:** People suddenly referred to hospital or transferred from another hospital have a higher level of verbal aggression. Analysis of the patient's assessment of the admission process, living conditions and their differentiation have influence on aggressive behavior. The need to increase the nursing staff was more often indicated by people with a higher level of CECS in terms of "suppressing anger" and "general emotional control." Patients who assessed the quality of nursing services worse, more often indicated the nurse's inappropriate behavior as the reason for patient aggression and the perception of actions against the patient's will. In reference to the possibility of applying of consumerism in terms of awarding health services, patients more often focus on the present, which undoubtedly resulted from their current health condition, but also more often intended to use the right to file complaints. They were also more inclined to accept the conditions prevailing in the hospital than nurses, and to emphasize their right to obtain informed about the disease and about every stage of treatment. Relations with patients was a greater psychological burden for nurses.

**Conclusions:** Providing medical services at a high level affects the appropriate satisfaction of patients-clients of medical services, and thus affects the proper patient-nurse relationship. Failure to meet patients' expectations disrupts this process, causing aggressive behavior.

**Key words:** consumerism, patient, nurse, behavior aggressive, hospital.