

-

”

”

ЕЛЕНА ГЕОРГИЕВА ГЕОРГИЕВА

•

•

”

”

: 7.

: 7.4.

”

”

:

.

, . . .

2017 .

				4
				5
				7
1.	-				
1.1		-		10
1.2			,	24
1.3				25
1.4				29
2.	-				
2.1				-33
2.2				-38
2.3				-42
2.4				45
2.5				-48
3.					
3.1		-		,51
3.2				55
3.3				56
3.4				-61
3.5				69
3.6				,73
4.					
4.1				-79
4.2				86
4.2.1				86
4.2.2				89
4.2.3				90
4.2.4				96
4.3				109
4.3.1.,				”109
				,109
2.1				 115
2.2				 115
2.3				 115
2.4				 115

2.5	116
2.6	116
2.7	,	117
2.8	118
2.9	118
2.10	120
3.1	,	122
3.2	”	137
4.1	166
4.2	170
4.3	171
4.4	173
❖	174
❖	188
.....	196
1.	206
2.	209
	,	211

.[157]

.[157]

30%

G Q – General Health Questionnaire,

1/3

1/4

[243]

20%

2010

2 3

[246]

- ,
- ,
;
- ,
, ,
, -
.
- 130- .
- 69%
50% , ,
.
, ,
,
.
[247],
B .
,
- 30 % ,
, 8 15%
2013 .
- , - .
- 10-20%,
, 13%
.
, 54,6% -
41,7%, - 11,5%,
- 1,4% .

I

1. -

1.1 „ ”

” ”

.

,

.

,

,

,

.

”

”

60 .,

.

,

.

”

”

,

.

.

-

,

-

-

,

.

-

,

,

.

,

-

.

, . . .

,

,

,

-

,

-

,

.

.

,

,

,

,

,

-

.

,

stringer -

1303 . : „

”. [146]

14- . 17-

”.

”. [157]

”Psychological Abstract” 1944 ..[218]

20-

[219]

30-

— .[216]

30-

”.[216]

“Stress of Life” 1956 . -

Stress without Distress, 1974

“
” (1956 .).

” ()
”.

” - ”.[10]

[Simeons, Man’s
Presumptuous Brain: An Evolutionary Interpretation of Psychosomatic Disease, 1961] -

”
”.

20-

C



[214]

[217]

_____ ,
_____ 60- ,
_____ 70- ,
_____ / ,
1990 /.

, ,
.
,
,
- ,
.
-
.
/ /
,
.
,
.

Kovac / /

:
- ;
- ;
,
.
,
.
,
.
.

. Brebner ,

.[145]

()

- /coping/ -

.[216]

”_____”

:

(

),

, . , - , , , , , . [215]

(1976),

[157]

” ” - . , - , , , , . ” ”

[153]

, , , , .

х ох о р а а а а р а о а а а с е е а е о а а с е а о е , е
а о а а а а р у е р е е о а а е а с , р а о а а,
о а с е р о е с е а о о о е р у о а с а о а у.

. [222]

()

. [157]

lexander Dunbar

. Alexander

. Alexander Dunbar

. [157]

1.2

”
”
“
”
“

[157].

1.3

,
.
.
45%
/ / -
,
,
,
,
,
.[156]
,
,
,
-
,
.
-
,
,
,
.
:[176]
❖ - , ;
❖ - , ;
❖ - , , ,
, - .
,

[144]

:
/ *extroversion - E* / - / *introversion - I* /
/ *sensing - S* / - / *intuition - N* / ;
/ *thinking - T* / - / *feeling - F* / ;
/ *perception - P* / - / *judgment J* / ;

-

“ ”

,

“ ”

,

,

“ ”

,

,

,

,

,

,

“ ”

,

,

,

.

,

“ ”

.

.

,

,

,

.

,

,

.

,

,

.

-

,

-

,

.

.

,

-

1.4

60-

[165].

" "

" "

" " " "

" [199].

()

[201].

. [241]

1.

2. , -
 3. , -
 4. , -
- :
 - - ,
 - . -
 - . - -
 - -
 - , -
 - , - ,
 - , - , ,
 - , - ,
 - . -
 - - ,
 - - ,
 - , - ,
 - - .
 - - ,
 - - ,
 - - .
 - - ,
- .[242]

. [217].

2.

2.1

Occupational Safety and Health) „ NIOSH (The National Institute for

80–

Burnout –

1974 .

. [112].

“ / ” /
“ [118]. ”
1982 . ” ”
1982 ” ”
” [159]

[157]

„Burnout syndrome“

Z73.0

„Burnout“

[156]

2013 , 28%

, 50-60%

. [250]

- . 1:



. 1

:

-
-
-

Burnout –

-
-
-
-

.[161]

” ” :
> ;
> ;
>

,

_____ -
 , :
 / , , , / -
 ;
, ;
, ;
 , ,
 / , / /
 / /,
, /
 / , , / /
 /".
 ,
 ."
 " ,"
 :
, , ,
, ,
 .
_____-

”.[157]



”

” -

-

,

,

,

,

.

,

,

.

,

-

,

,

”

” .

,

,

.

,

.

burn ut

,

,

,

.



-

.

”

,

-

” .

.

,

,

.

.

,

,

.

,

,

,

.

.

,

,

.

.



”

” -

,

3-4

,

7

/

,

7

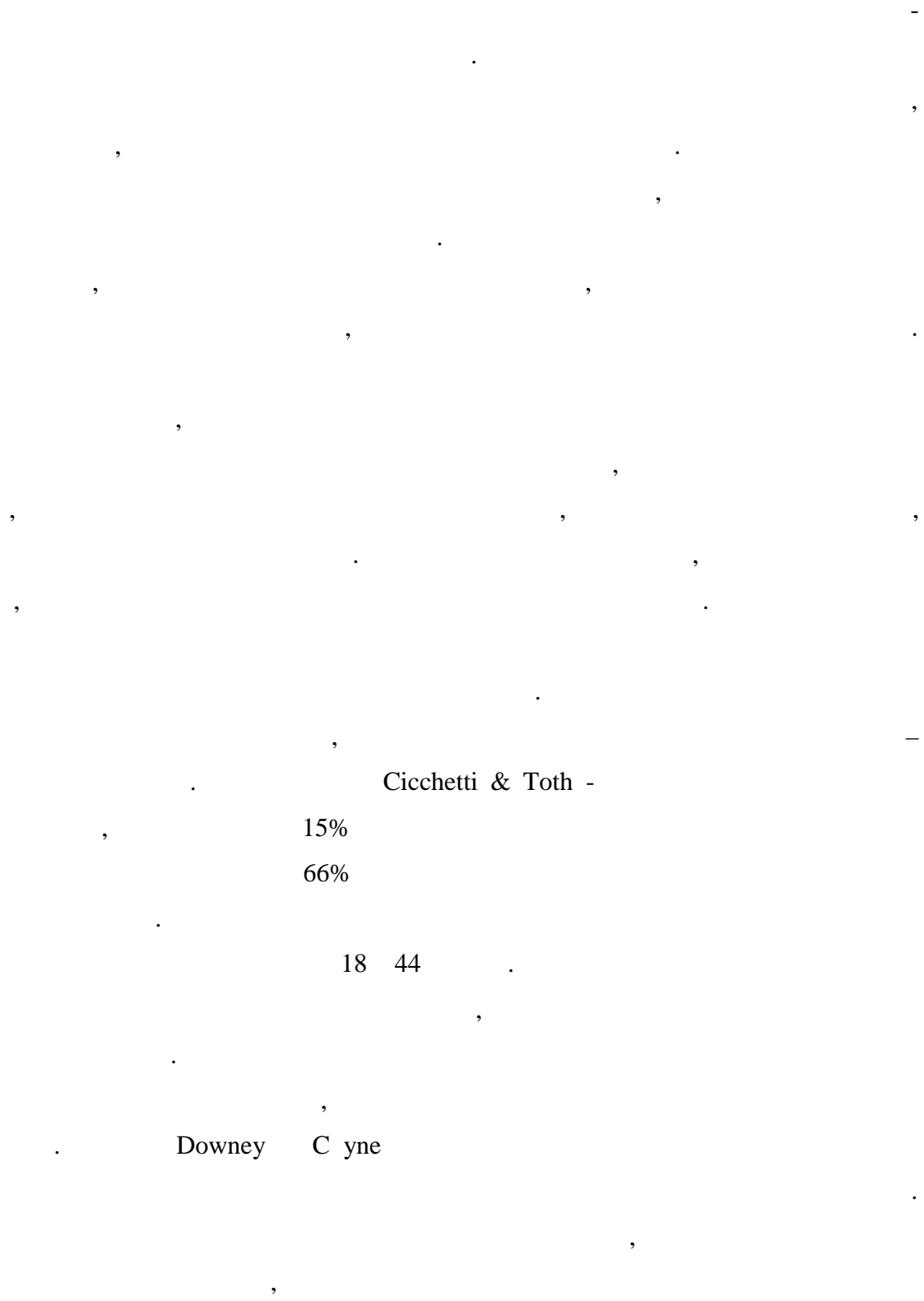
,

/.

burnout

.[157]

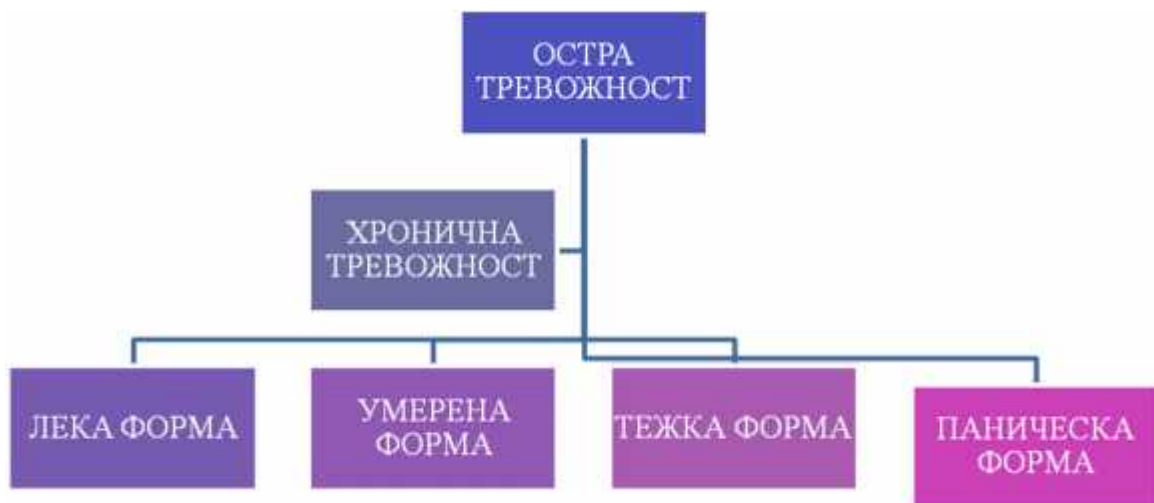
2.4



Cicchetti & Toth

2012	Remick
13	1551
4,5	-
	21%
	30%

80-95%



1

- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓
- ✓

()

2.5

50-60%



3.

3.1.

„communication“
„communication sermonis“
„sermo“
„communication“

„ , „communication”
”.[129]

-
-
-

condition sine qua non

, .
 , .
 , , ,
 , .
 , .
 , .
 , .
 , .
 - - .
 , ,

/Miller, 2005/, :

-
-
-
-
-
-
-

- " " /
 - dýo - " ", / - -
 .
 " " " " , . ,
 " " " " , .
 ,

/ [9].

” ” ” . [24].

” ”

” ” [22].

” . [44]

” . [78].

”

”

3.2.

, , , .

, , , , , .

[74].

, .

:

➤ , - -

➤ , ;

➤ , ;

, , , , , .

, , , , , .

- , - . [71].

,

:

- - ;
- - ;
- - ;

, .

,

,

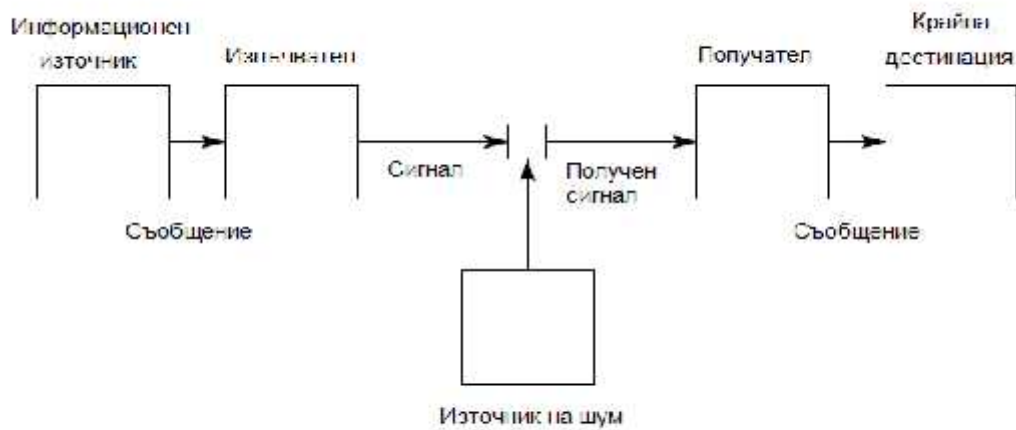
, , , .

, , , .

, . ,
 ,
 - .
 .[8]
 , , :
 - , /
 ;
 - , ,
 ;
 - -
 ;
 - , ,
 , ; [8].
 ,
 ,
 ,
 .

3.3.

, . ,
 : , ,
 , , /
 /. [19]
 ,
 (Shannon)
 1948 .
 ”:
 , , /,
 .

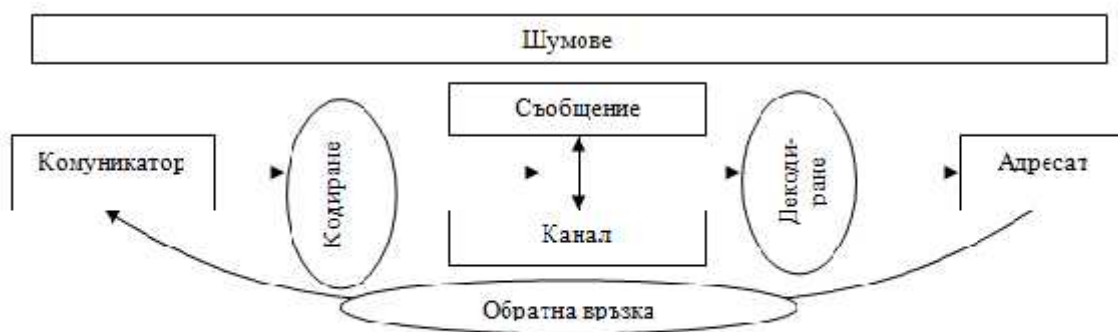


Фиг. Схематична диаграма на обща комуникационна система

. 2

. 2,

3



Фиг. Модел на Шенън и Уивър

.3

Мо

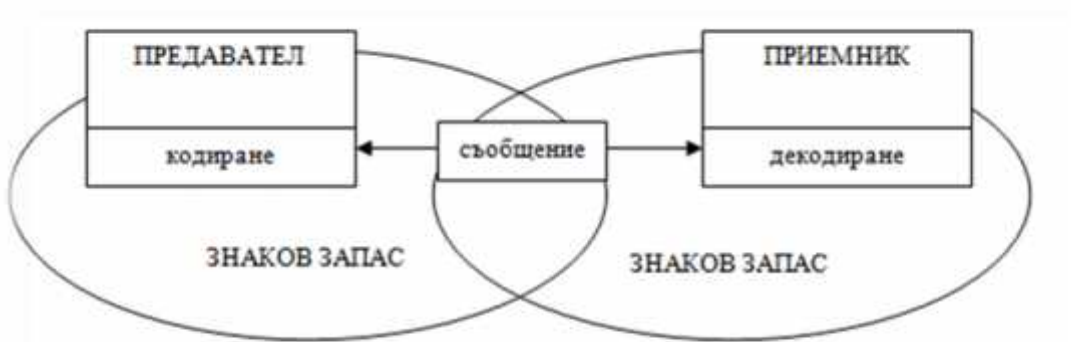
”[71]

/Shannon, 1948/, „

” [71].

/Weaver/

4



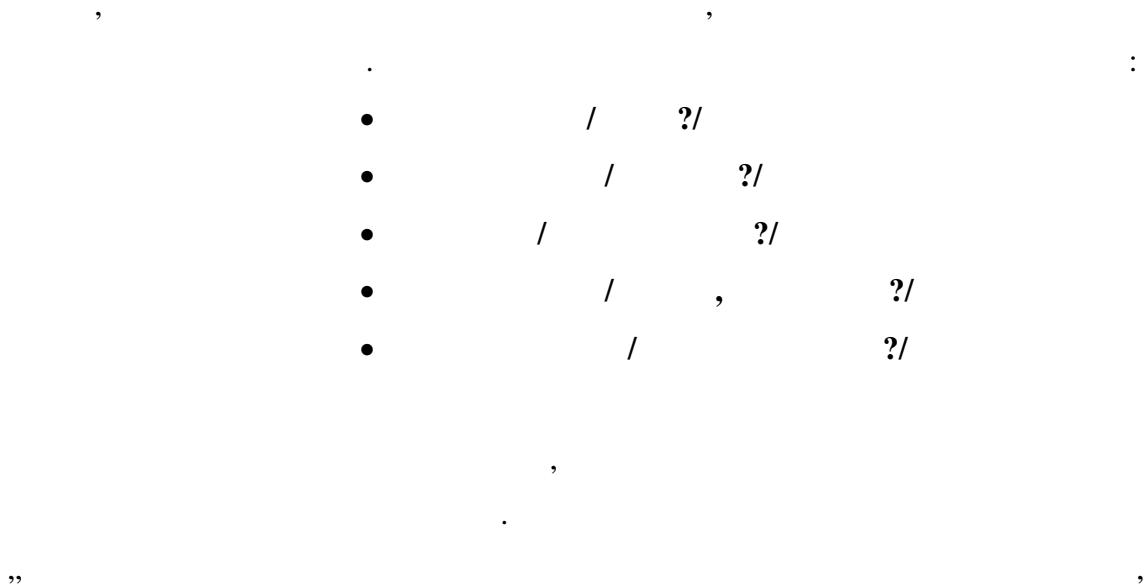
Фиг. Комуникационен модел на Шрам

4,

„the 5 W”, „ ” -

„ ” - ?, ?, ?, ? . . .

„Who says what to whom in which channel with what effect”.



Кой?	Казва какво?	По какъв канал?	На кого?	С какъв ефект?
Комуникатор	Съобщение	Канал	Получател	Ефект
Изследване на управлението	Изследване на съдържанието	Изследване на медията	Изследване на аудиторията	Изследване на въздействието



Фиг. Формула на Ласуел

5

.”[71]

- 5 -

,
.
,
(, ,
,
).

3.4.

—
,
,
- ,
,
- ,
,
.
- .

[81].

,
,
,
— ,
,
” ”
,
,
:
•
•
- ,
.
,
— ,
.
,
,
.

,
 .
 - ;
 - , , ;
 , ,
 ;
 / / - -
 .
 - - , - .
 , ,
 - -
 . -
 .
 , , , , , ,
 , , , , , ,
 . .
 ,
 ,
 - , , ,
 .
 -
 . -
 , , ,
 , , , ,
 .
 :
 / /;
 ;
 ;
 , ;
 ,
 , , ,
 ;

- — , , , , ;
- — ;
- ;
- .

, , , , , .
 , .
 — , .
 .
 .
 — , .
 , .
 .

“ ” .
 — , , , , , . [132].

. , .
 .
 , .
 , .
 .
 , .
 , .
 .
 , .
 .

: [183]

- ;
- ;
- / /;
- ;
, ,
, ,
, - ,

[245]

, , ,
, , ,
, , ,
, , ,
, - , ,
- .
, " ,
!"; - ;
, , , ,

[140]

,
,
, :
* - ,
, , ;
* - , ;
* - ;
* - ;
* - ;

* - ,
 ;
 , . ,
 :
 1. - , , .
 2. - - ,
 , , , .
 3. - - , , ,
 .
 4. - .
 5. .
 6. , - , ,
 , .

- . :
1. - - , ,
 , ;
 2. - -
 , . . - , , -
 , , , ;
 3. - - ;
 4. “ ”.
 :

* - ,
 * - , , , , , , ;
 , ; ; .
 ● - .
 , :
 ● . ,
 , .

•

“ ” , . . .

•

/ / .

-

•

.

•

, , . . .

[114]

, - ,

-

, , , , ,

,

.

,

- -

, ,

,

, ,

, ,

, , , ,

,

,

,

-

,

, , , ,

,

,

, ,

-

, , - ,

, , ,

,

, , ,

.

, ,
 .
 :
 - _____ - 3 7 - , ,
 , .
 - _____ - 3 -
 , ,
 .
 ,
 - _____ -
 /1.5 - 0,5 / -
 , .
 , .
 .
 - _____ / - /0,5 - 0
 / - “ ”,
 , , , , ,
 . ,
 ,
 , - . 1:

	3 7	, ,	- , .
	1,5 3	,	
	1.5 0,5	,	
	0,5 0	“ ”,	

. 1

.[160]

3.5.

- ”
- ”
- ”
- ”
- (, 2004),
- :
- 1.
 - 2.
 - 3.
 - 4.
 - 5.
 - 6.
- 2,
- :
- -



2

... ”

... , ... , ... — , ...

... ,

... , ... —

... - ... , ... , ...

... - ... , ... , ...

... ”[45]

... ,

... ,

... , ... , ...

... - ... ,

... , ... , ... , ...

... — ... , ... , ...

... , ... [70]

... ,

... :

... -

(... , ...) .

6: [74]



6

■

-

_____ / _____

■

”

” ”

”

,

Ш

,

.

. . . [11]

,

,

.

. . .

,

.

-

,

,

,

.

,

,

,

.

-

”

”

,

.

,

,

,

,

.

,

,

.

.

,

.

.

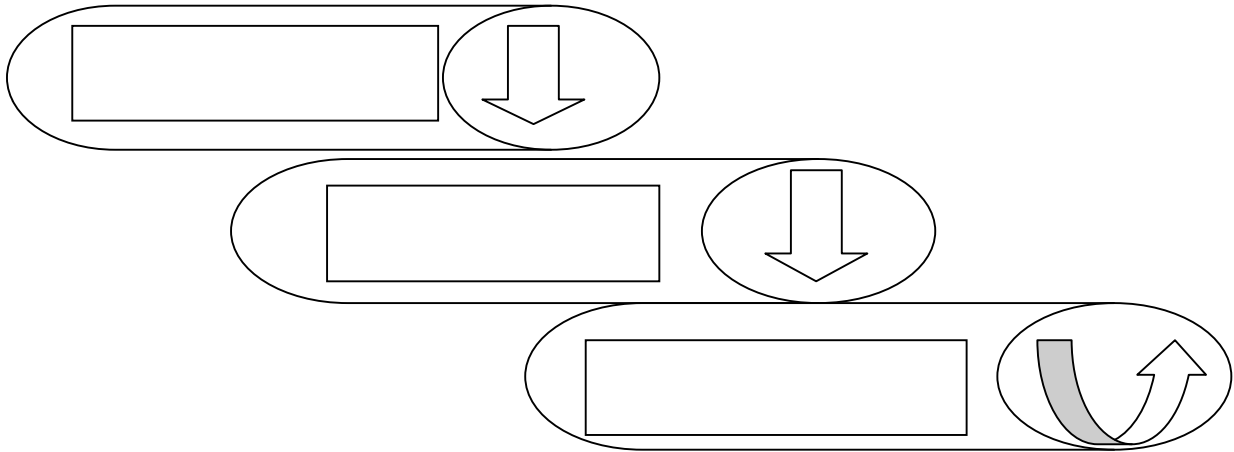
,

-

.

-

. 2:



. 2

- -

,

.

- -

,

,

,

,

.

- -

,

: ” - ” ”

- ”

” - ”.[50]

3.6.

,

,

,

,

.

- 7:

-

-

,

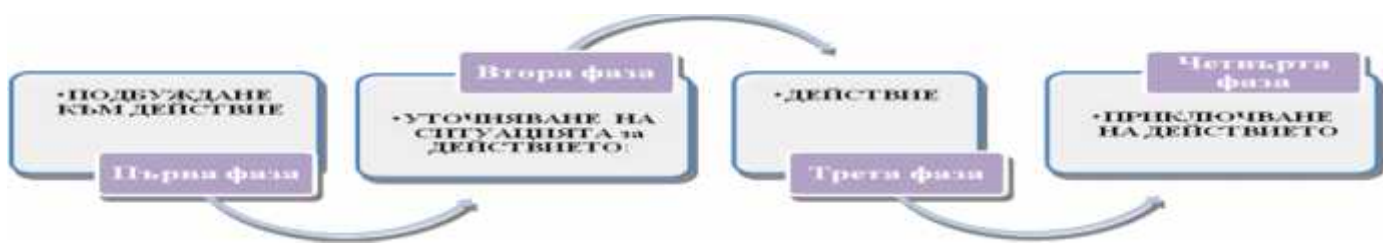
,

;

" " .[45]



. 7



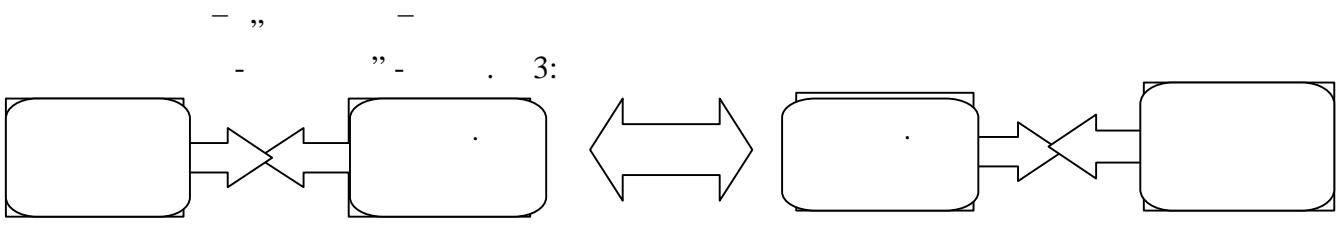
3

1. 定义域: $x \in \mathbb{R}$ 且 $x \neq 0$.
 2. 值域: $y \in \mathbb{R}$ 且 $y \neq 0$.
 3. 奇偶性: 奇函数. $f(-x) = -f(x)$.
 4. 单调性: $f(x) = \frac{1}{x}$ 在 $(-\infty, 0)$ 和 $(0, +\infty)$ 上均单调递减.
 5. 渐近线: 水平渐近线 $y = 0$, 垂直渐近线 $x = 0$.
 6. 图像特征: 双曲线, 位于第一、三象限.

， ，
·
·
， ，
， ，
·
， ，
* ，
* ， - - ；
， - ；
* ， ，
， ， ；
—
，
；
” ， ，
， ，
，
”[118]

4.

4.1.



. 3

” _

. [45]

[132]

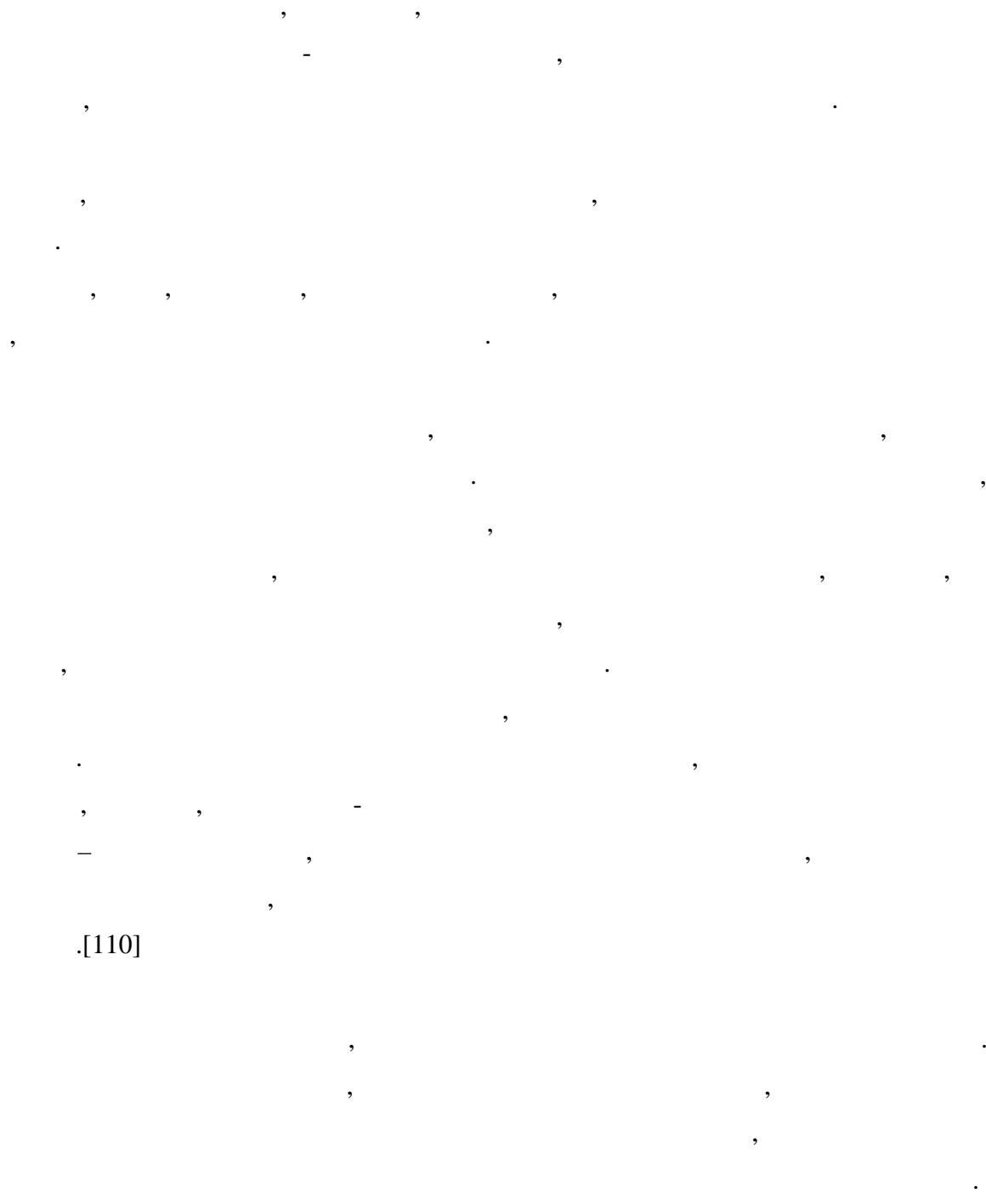


10 %

”

.”[153]

-
-
-



•

.

,

,

,

-

.

,

,

.

,

.

,

.

,

- . 4:

1.

,

,

-

-

-

-

2.

.

3.

.

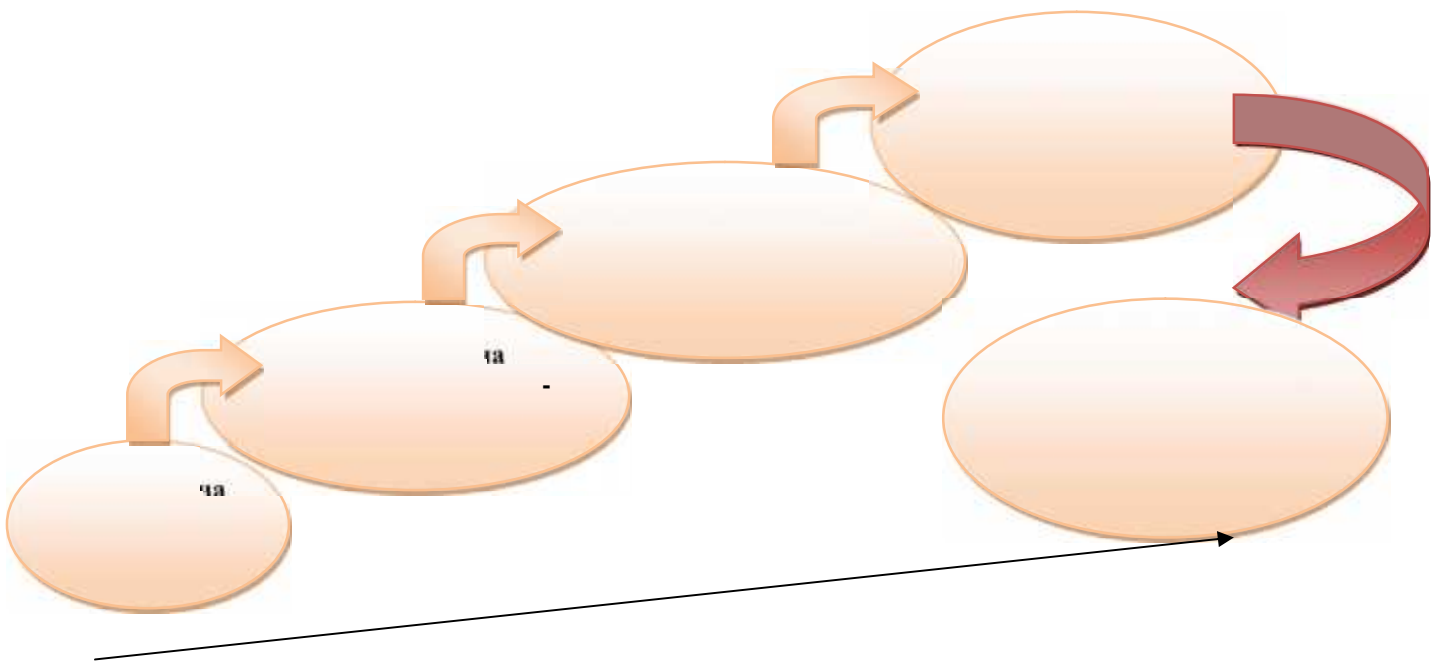
4.

.

.

/

.



. 4

4.2.2.

. [157]

4.2.3.

" ,

" ,

- , , ,

:

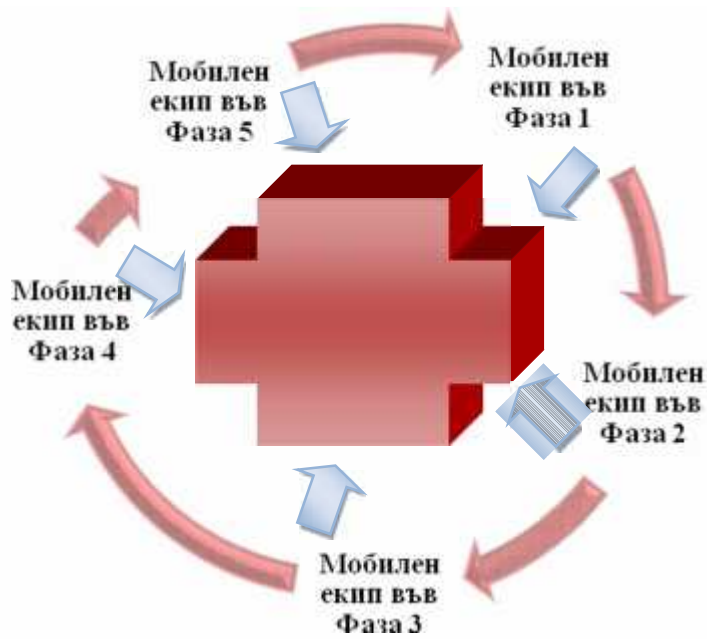
➤ , - " " ,

➤ - - "

➤ " ,

➤ - ;

,



8

1 –

„ ”.

2 –

12 2015 . ,

:

- 1 – 8 ;

- 2 – 20 ;

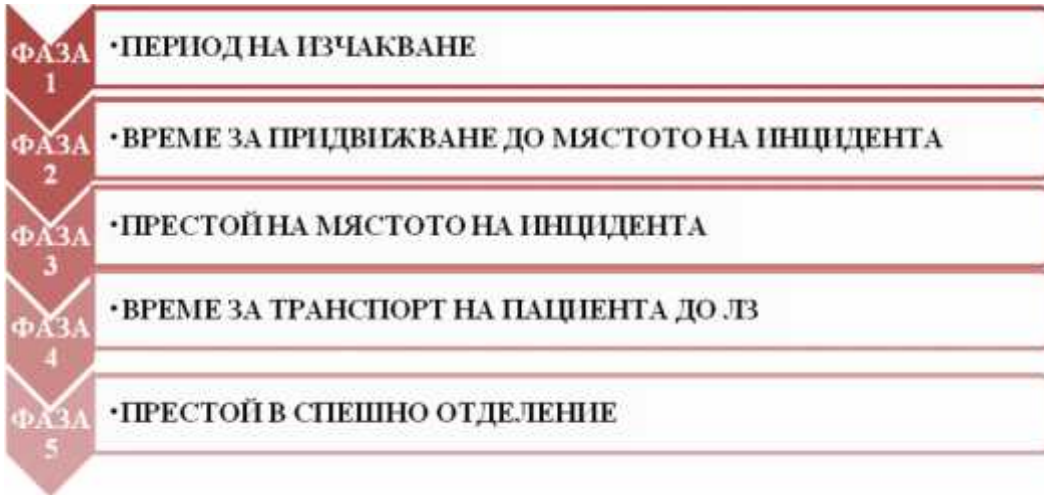
- 3 - 120 ;

3 -

4 –

5 –

5:



• 5

, -
 ,
 /
 ,
 .
 -
 ,
 :
 ,
 (), -
 ,
 ,
 ,
 ,
 ,
 ,
 ,
 ,
 (),
 ,

[110]

*

,

.

/

,

.

-

/

,

,

,

-

,

,

()

.

*

.

,

,

,

,

,

,

.

,

,

.

,

,

. 7

*

,

,

.



*

4.2.4.



118.

[255]

- National Association for Public Assistance [179]

„ "Croce"/,

[253]

- volunteers -

118,

[139],

- volunteers

" " / /

[139].



„Rettungsdienst“

"Gemeinden",

"Städte",

"Feuerwehr". [197]

St. John Ambulance,
1877
"Malteser Hilfsdienst" / -
Order of Malta Ambulance Corps - - ,

„Samaritan International“/.

[210]



Intensivtransport.

112.

112,

115

19222.

112

19222

112

"911"

911 -

(. .)

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

” - /Rendezvous/

/

/

/

/

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

”

Station - „ ”.



/ /

"/SAMU/

50

06, 75 . [232].

971

[256],

[196]

112

[251].

65%

[139].

[252]

. , / , ,
- , , ,
 , ,
 . ,
 .

, ,
 , , 10 ,
 , .
 ” ” ” ”
 ” ” ,
 . ,
 . ” ” ,
 ,

[139].

— .[253]
 ,
 ,
 , ,
 ,
 ,
 .

2013

2013

20

1974 .

R.G.Mark (Telemedicine system: the missing link between homes and hospital
Mod.Nurs.Home-1974 ., N 32) , Thomas

Bird 1970 . [257].

”.[87]

1905

[257].

20-

- 1922

1935

Albert

Yutvar -

1959

60-

1959

"cloaksialen fluorogram"

70-

[40]

1964

1965

70-

70-

80-

90-

600

1993

1991-94

3000

1997

1999

32

1999-2002

➤ MDIS –

➤ EPIC –

➤ FEST –

➤ –

➤ –

➤ SHINE –

- 40

II

2.1

:

,

,

,

,

.

2.2

:

✓

,

,

,

.

,

,

.

✓

,

,

.

✓

,

,

,

,

,

,

.

2.3

:

,

,

.

2.4

:

,

,

,

.

2.5

:

,

-

2.6

:

1.

,

2.

3.

,

4.

,

,

,

-

5.

6.

,

7.

,

,

,

8.

,

9.

-

10.

,

,

-

11.

:





12.

2.7

2

219

37
42
35
40
28
15
22

29.03.2016 . 24.11.2016 .

200

2.8

:

:

- ;

- ;

- ;

,

” ” ;

, :

,

;

;

.

2.9

:

* - :

•

;

•

-

,

,

.

*

-

,

,

*

-

,

,

:

-

,

15

,

,

(2);

(1);

*

*

Microsoft Office Excel.

SPSS 17.0.

a

:

:

• Pearson
 %²
 ;
 • /Mann - Whitney/ -
 ;
 • :
 ❖ (ANOVA) -
 ;
 ❖ t- Studan Fisher -
 .
 • **p < 0,05;**
 • ;
 • ;
 • - -

2.10

:
 : 01. 2015 . - 12.2016 .
 :
 - .
 - .
 - ,
 - .
 - :
 :
 - 2015 . . 2015 . -
 ,
 ,

” ” . **200** .

- . 2016 . . 2016 .. : 219

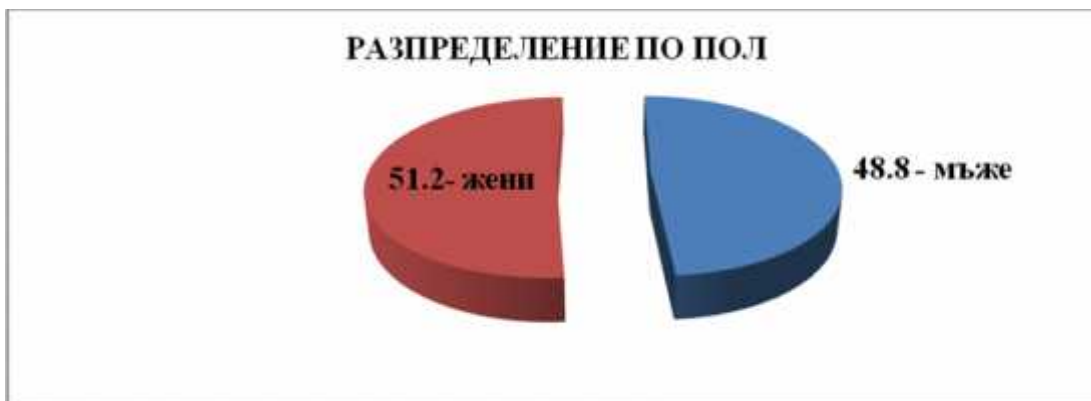
,
- . , . , . ,
. , . , . ;
”

29.03.2016 . 24.11.2016 .

”
” .
,
.
,
.
,
- .
:
- ;
- , - , ;
-
;

III

3.1.



9

-

9. е

”

” — ”

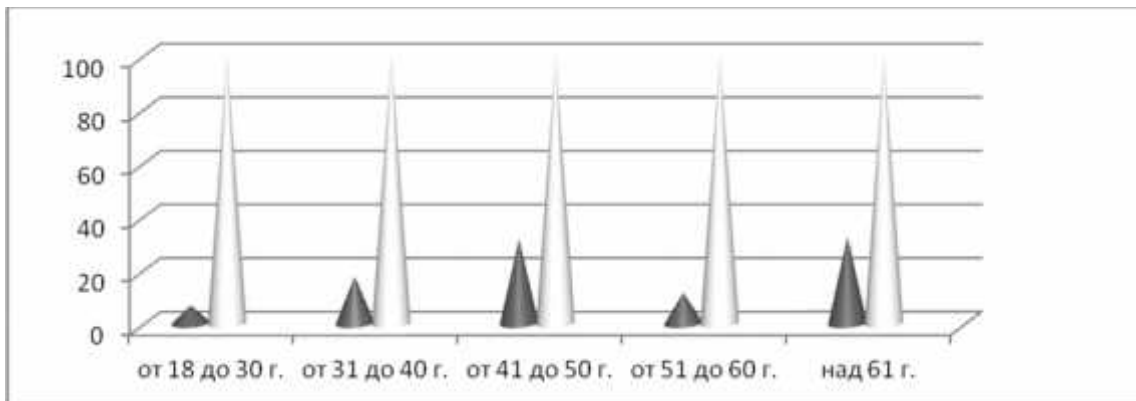
””

”

” ..

1:1,

: **0 – 15** : : (14,6%), : (15,2%); **15 – 64** : : (31,1%), : (32,2%); **65** : : (3,0%), (3,9%) (2014 .).



. 10

. 10.

. / . 10

./

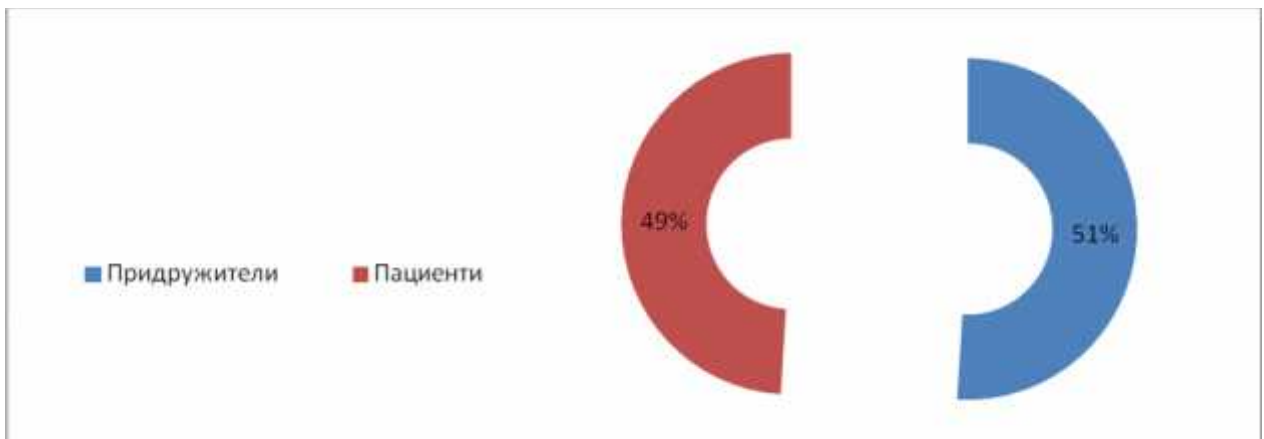
– 32.5%.

- 31.6% -

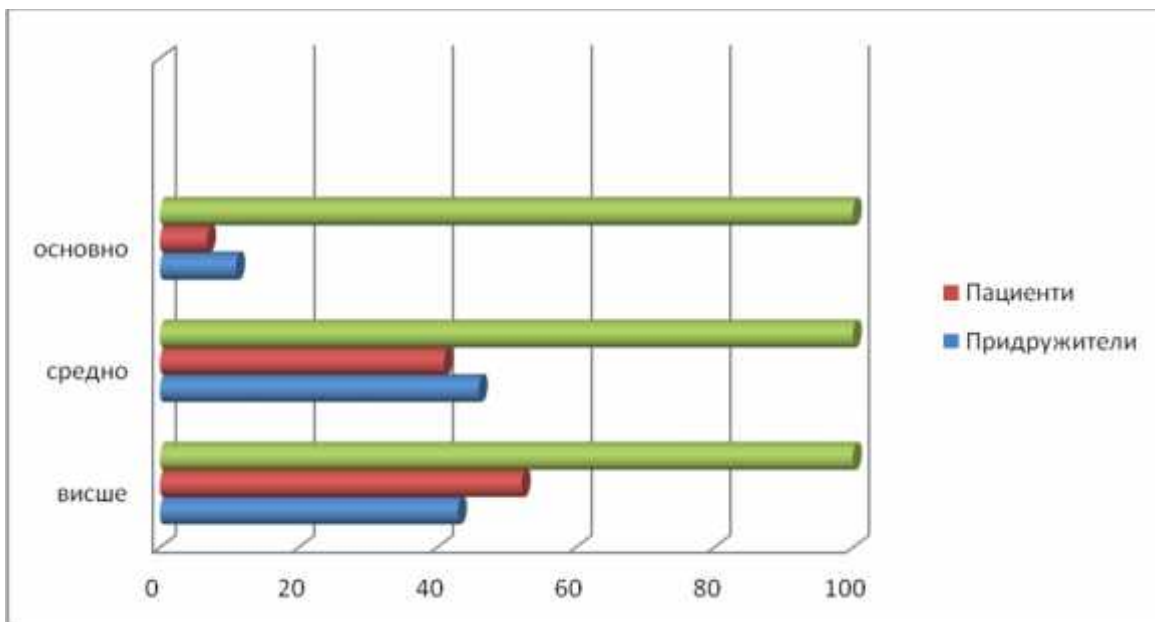
17.6%

, 41 50 . ,
, - - -
- - -
- 31-40 ,
, - ,
- , , ,
- , , - ,
- , - ,
- , - ,
- 18 30 ,
, -
6.8%, 14 ,
- , - ,
- - ,
51 60 - 11,5% ,
- , , -
, , - 11.
, ,
- , ,

5



11



• 12

– 52,2%,
 – 43%
 – 41%.
 6,8%
 , 46%
 11%

()

:

- - yatropsihogenii -
- ;
- - yatrofarmakogenii -
- ;
- - yatrofiziogenii -

”

?”
. 15%

” ”

,

,

,

,

.

,

.

,

,

.

,

,

,

,

,

,

.

-

- 30% -

,

,

.

,

.

,

,

,

,

”

”

.

,

-

”

”

,

,

.

,

,

,

.

,

.

,

,

,

,

.

,

, 1/4

,

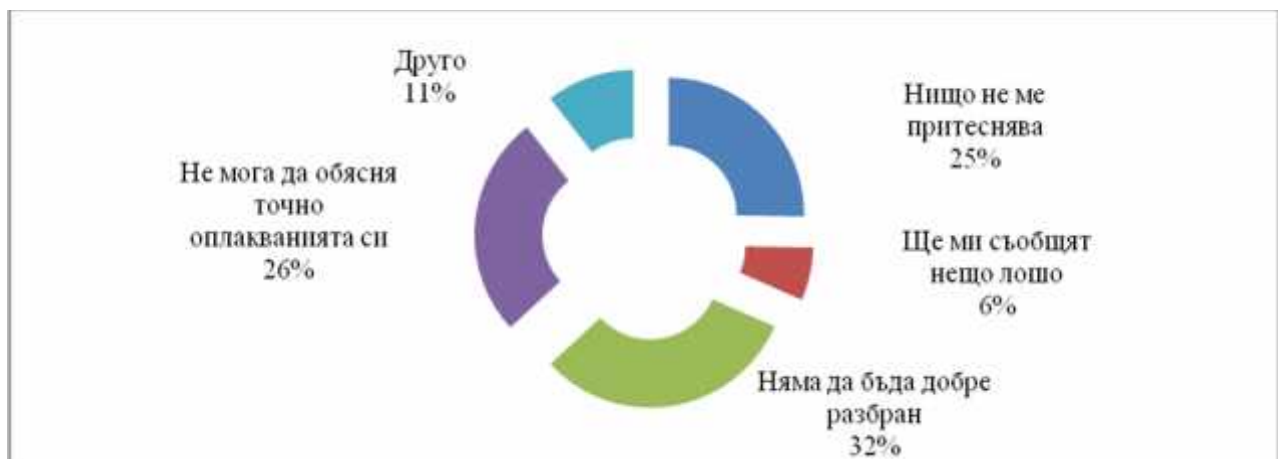
,

,

,

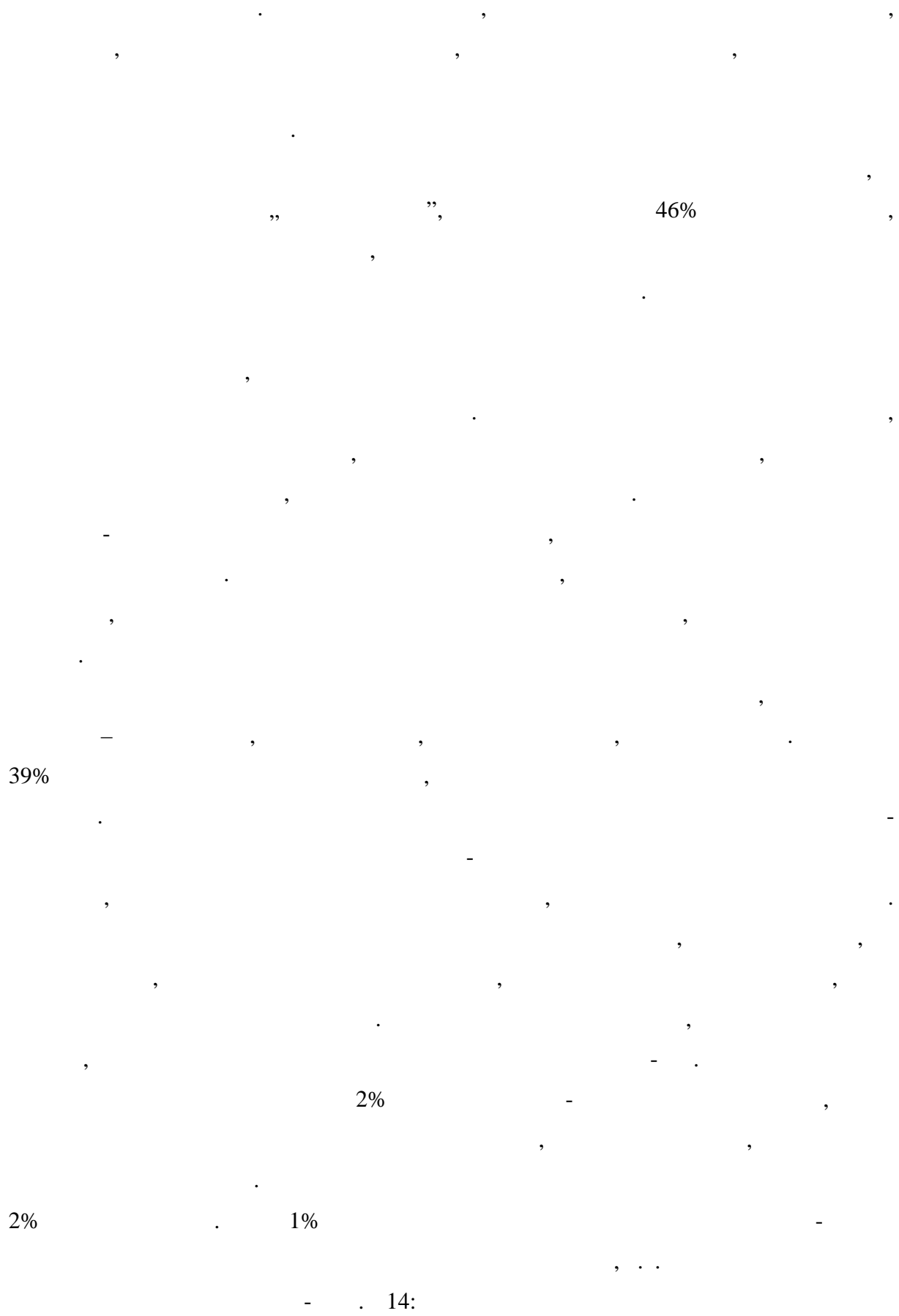
6%
24%

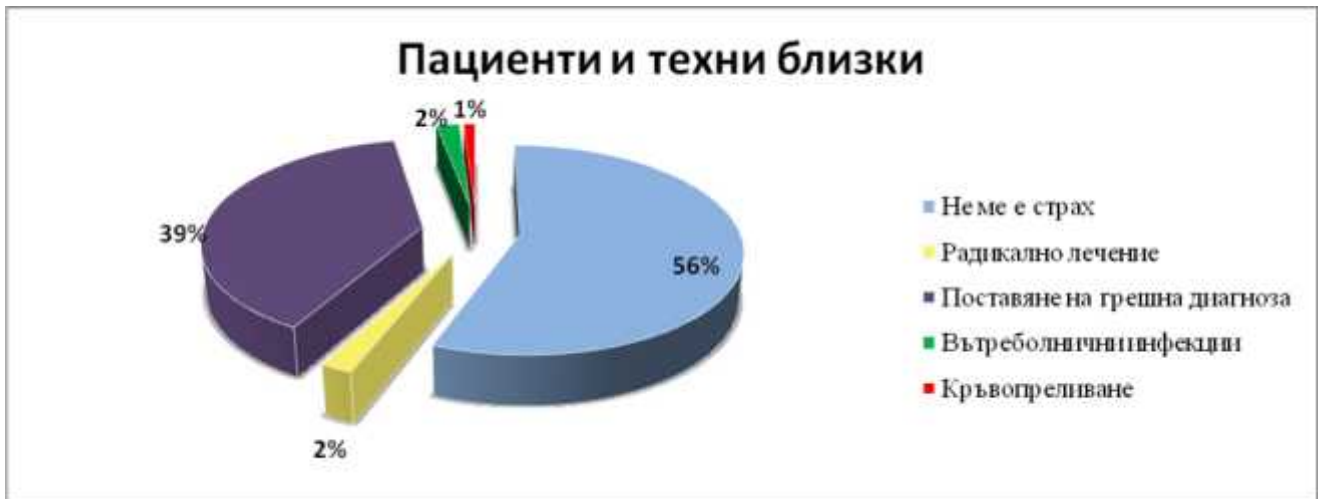
13.



13

” - „Primum non nocere” –





• 14

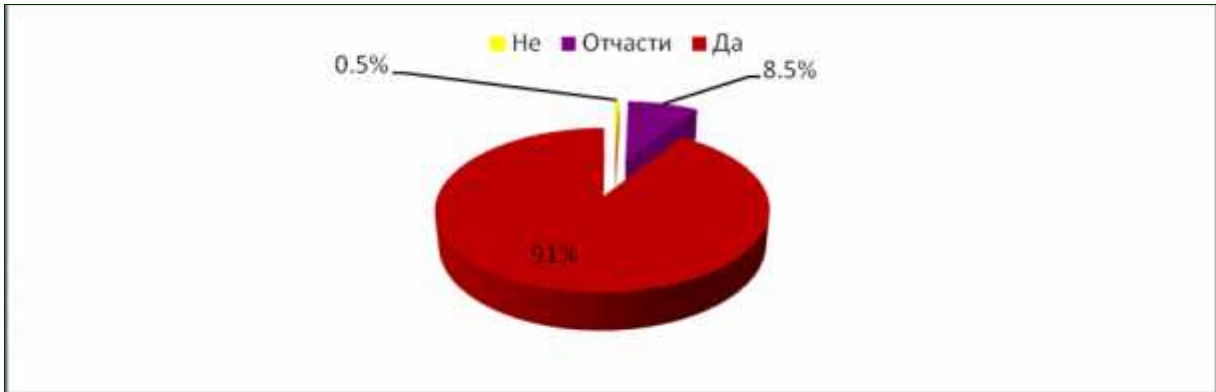
?”.

91%

8.5%,

„ ” 0.5%,

- . 15:



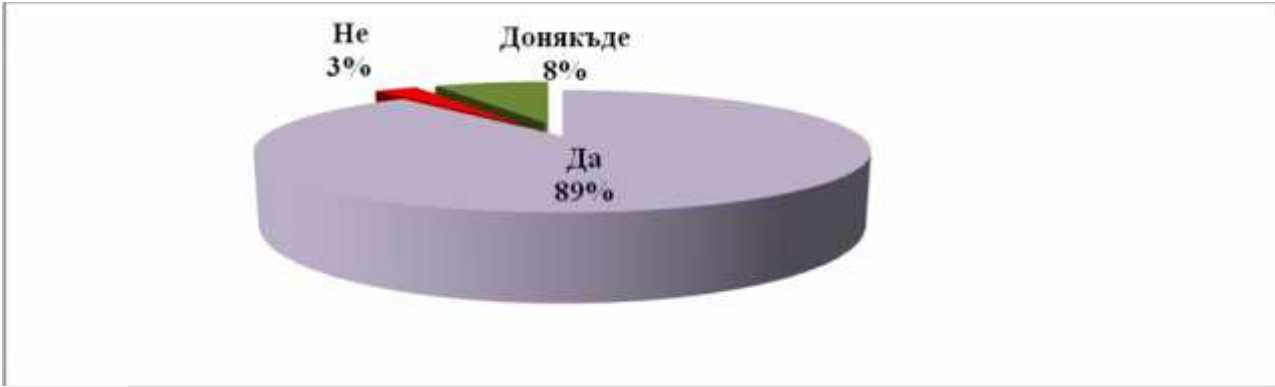
. 15

„ ” ()

89%

8%,

3% - . 16.

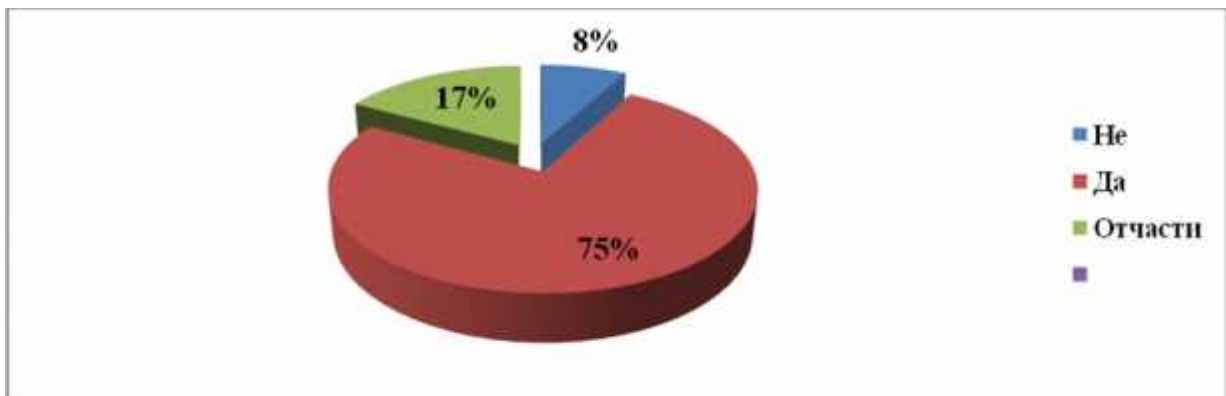


. 16

3/4

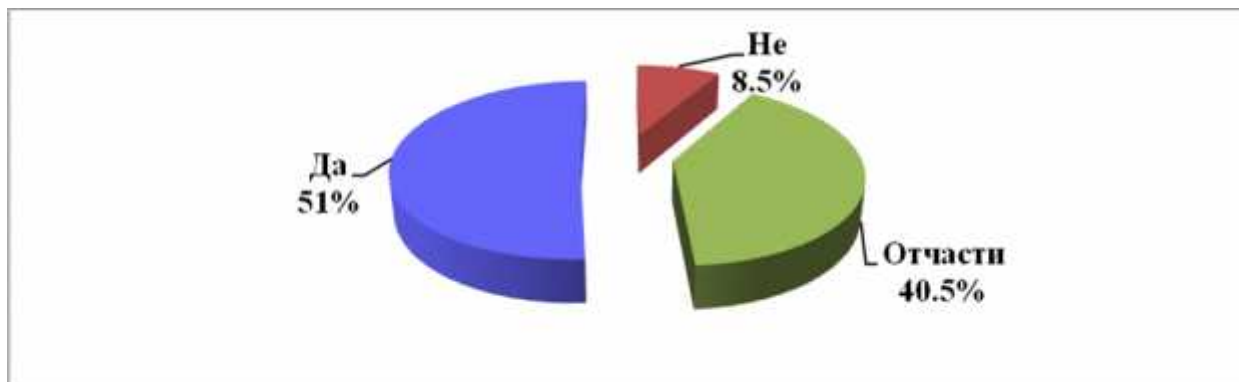
17%

8% - 17.



17

51% , “ ” – 40.5%.
– 8.5% - . 18.



. 18

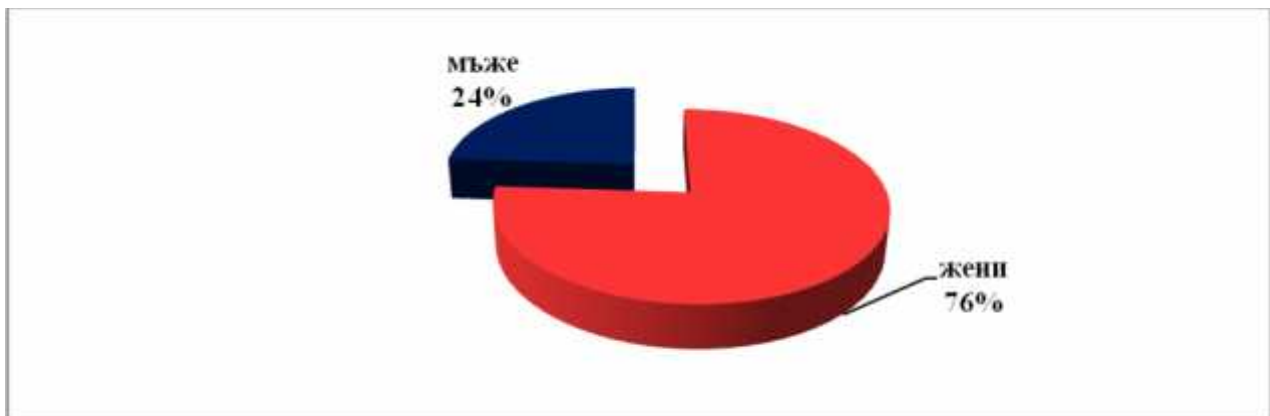
3.2

”

”

[253]

19:



19

30

40

8 %

6.

		%		%		%
	53 .	24%	166 .	76%	219 .	100%
30 .	7 .	3%	11 .	5%	18 .	8 %
40 .	8 .	4%	35 .	16%	43 .	20 %
50 .	7 .	3%	69 .	32%	76 .	35%
60 .	20 .	9%	33 .	15%	53 .	24 %
61 .	11 .	5%	18 .	8%	29 .	13 %

6

35%

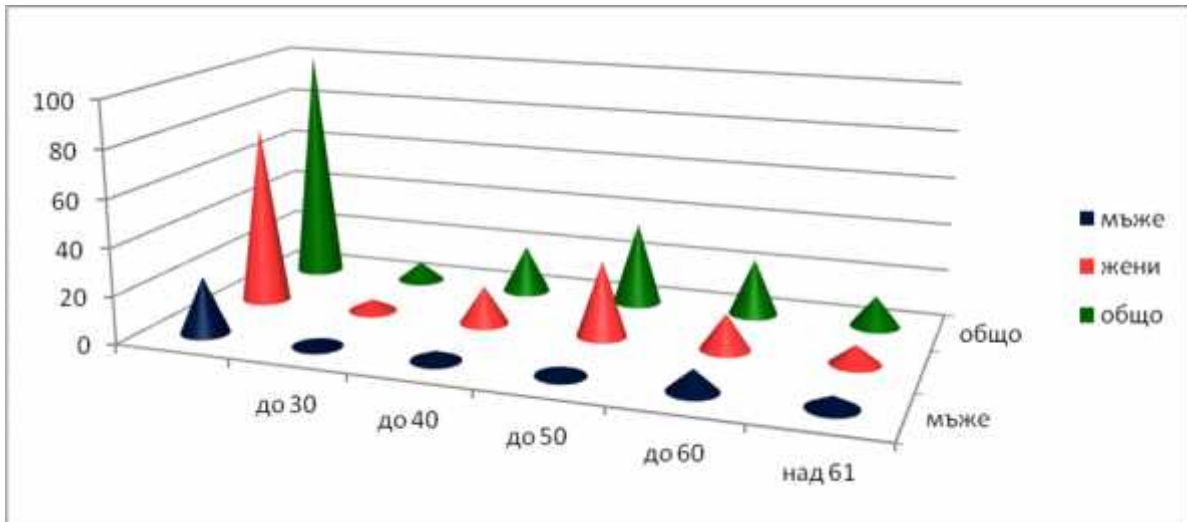
” – 50

- 60

24%

61 - 13%,

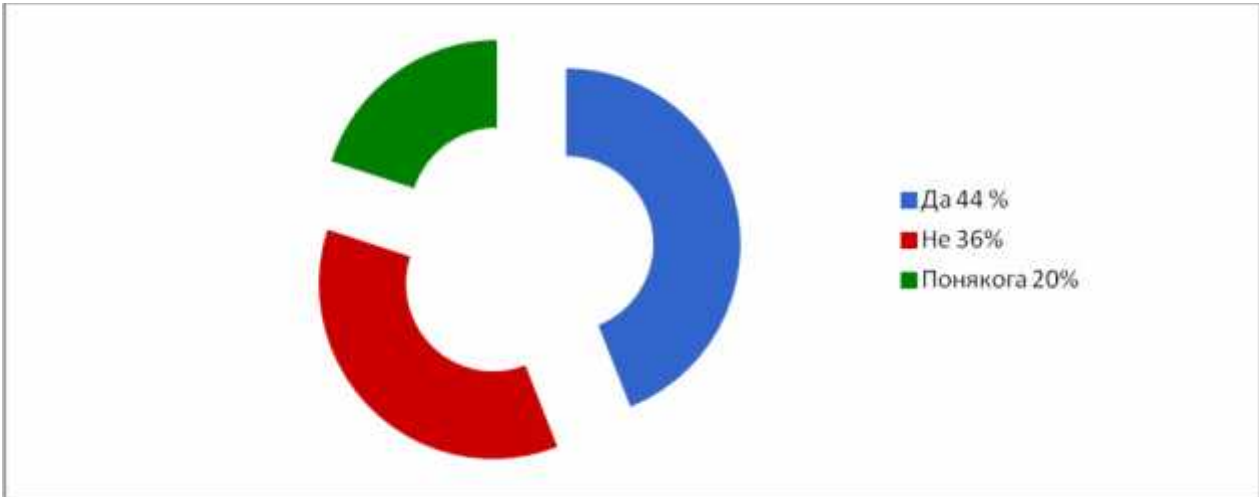
- . 20.



• 20

?”
 - 44%,
 - 36%,

„ - 20% - 21:



. 21

, - ,
 , ,
 , - ,
 - .
 ,
 .
 - , , ,
 , , ,
 , , ,
 , - 75%, ,
 . 3/4
 .
 , -
 , .
 , , ,
 , ,

- . 22.

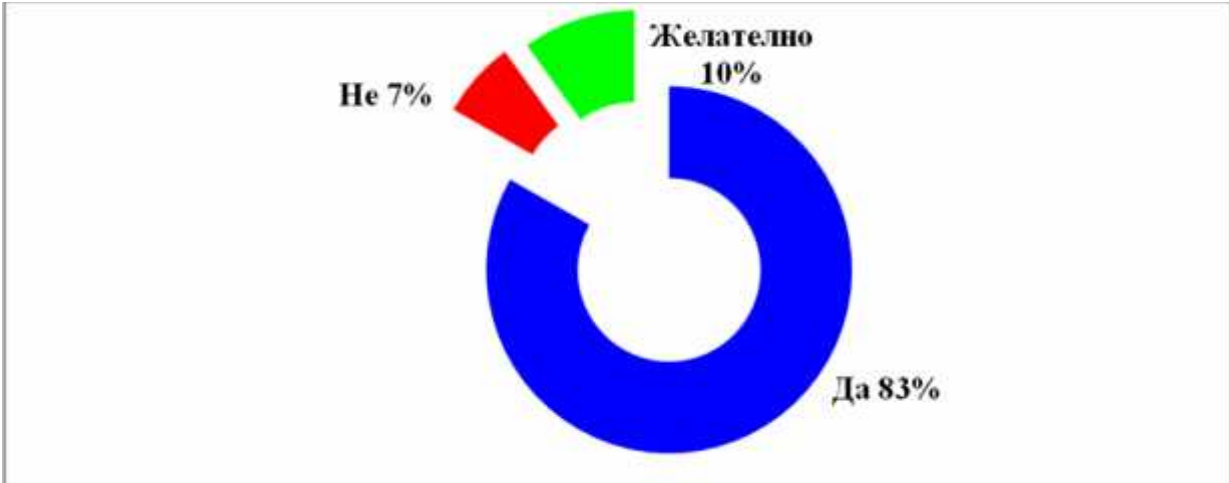
- 1/4



. 22

83,2% -
 6,8%,
 10% - 23.

$$^2 = 2,692 > 0.05,$$



23

[88].

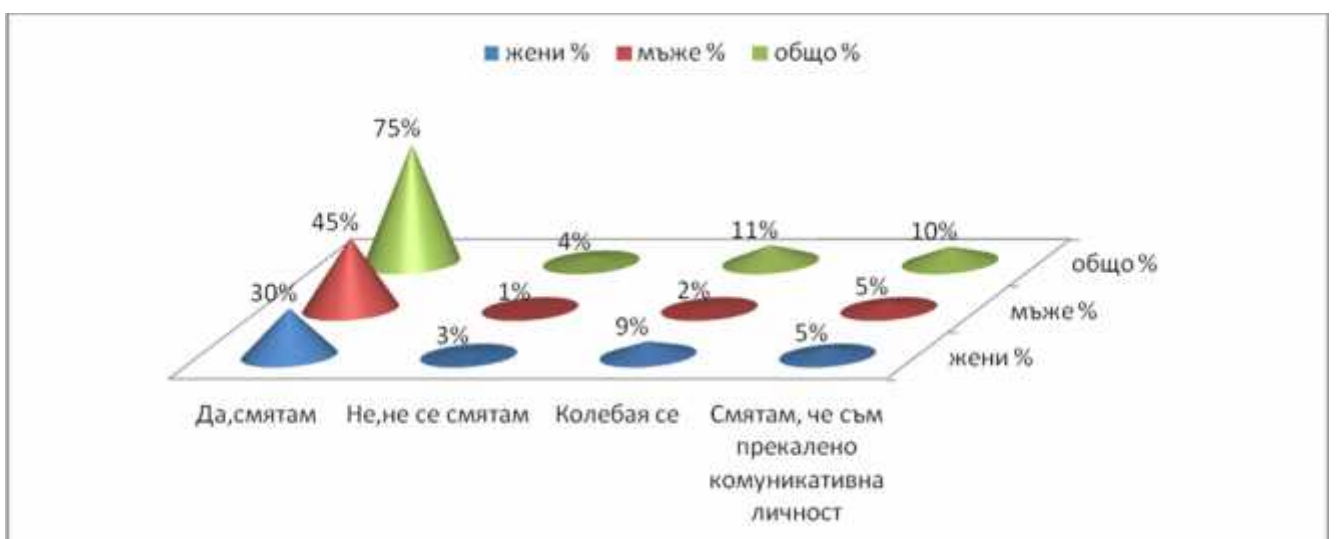
. 11%

” -

. [159]

. 24

Harlow. [Harlow,].



. 24

$\chi^2 = 1,632$ $p = 0,201 > 0,05$, 8,

	120	116	236
%	29,5%	27,3%	56,8%
	80	103	183
%	19,1%	24,1%	43,2%
	200	219	419
%	48,6%	51,4%	100%

. 8

- 62% -

”

?”.

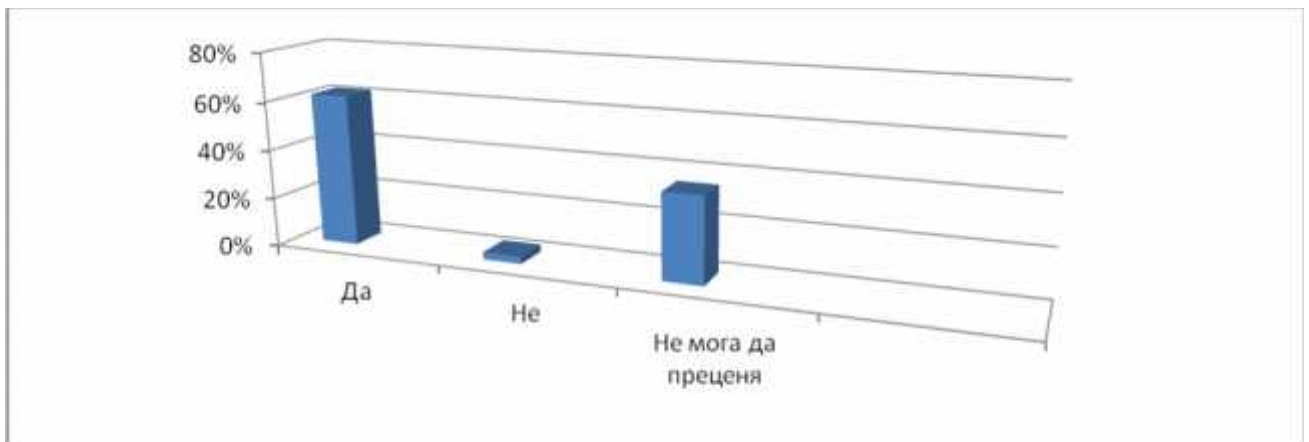
3%,

1/3

”

”

25.



25

[157]

62%

9:

	136	62%
	13	6%
	70	32%

. 9

- 6%

32%

- > , (50%);
- > (25%);
- > , (12,5%);
- > , (6,25%);
- > - (3,125%).

- 1/3 ,

” . ,

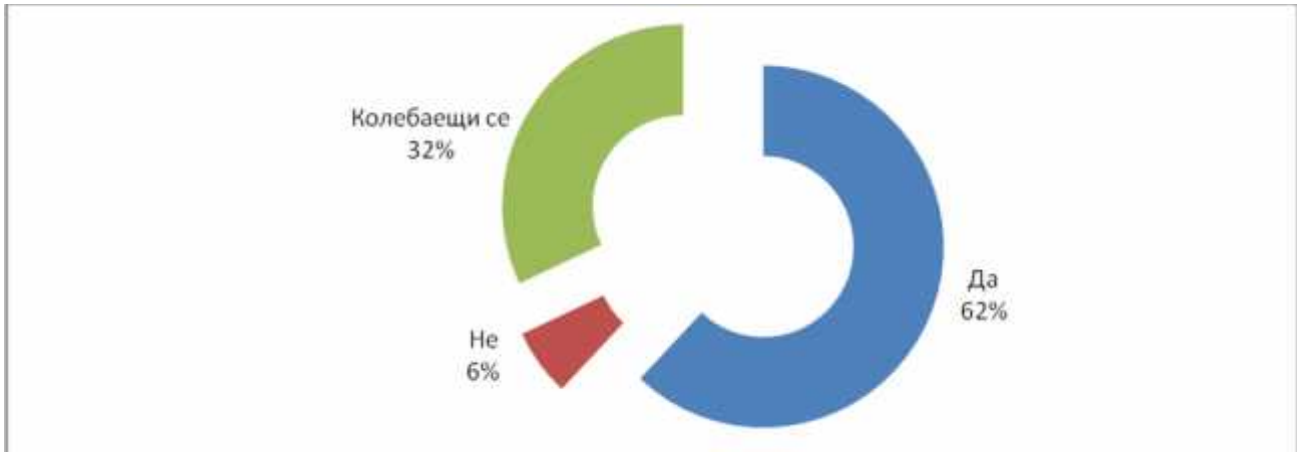
, - .

.

, , , ,

.

– . 26:



. 26

?

-

О

,

,

”

, ?” 8%

,

, 92%

,

, 27.

,

:

,

,

”

”

,

”

”

”

”

”

,

”

,

,

:

;

;

,

,

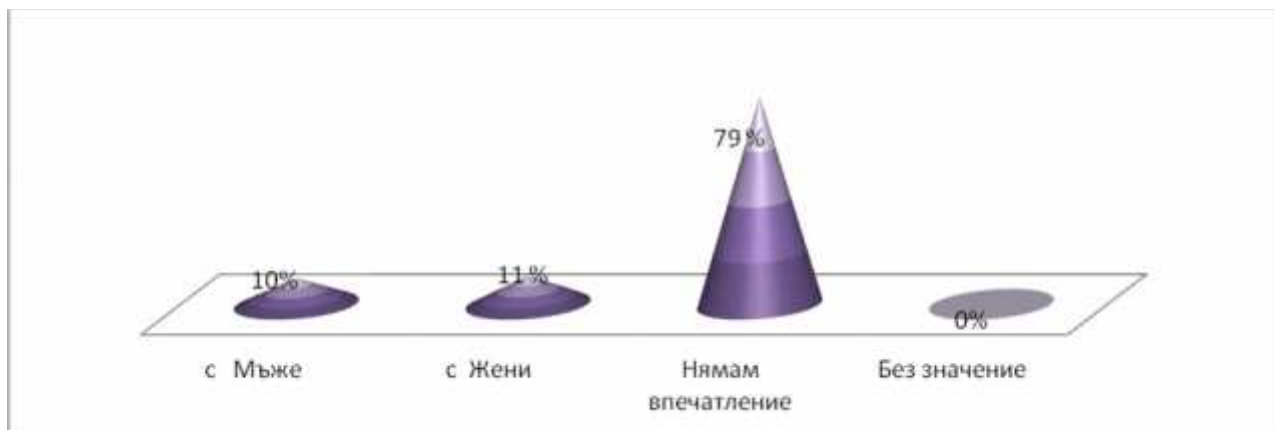
,

;

,

,

10%.



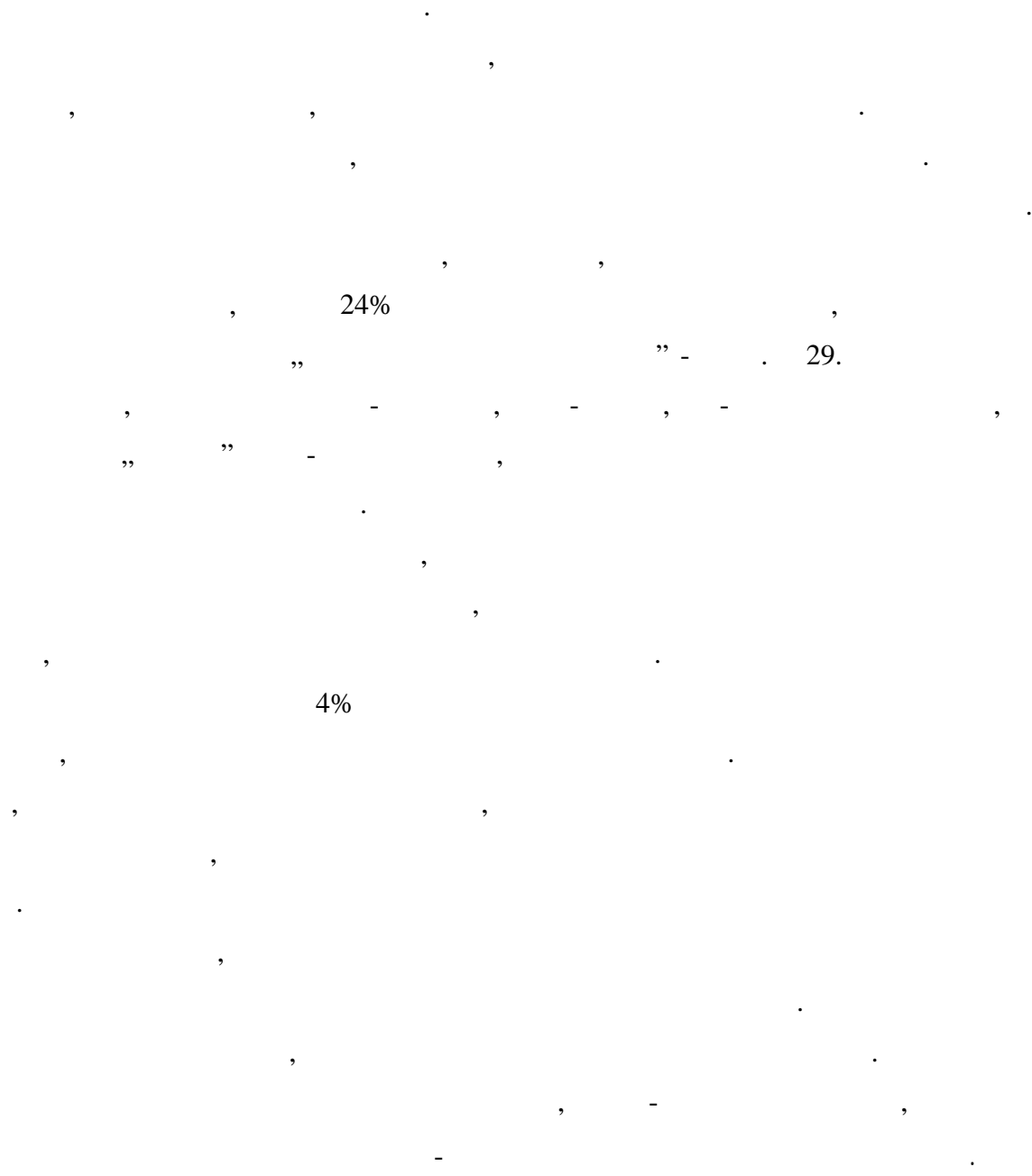
. 28

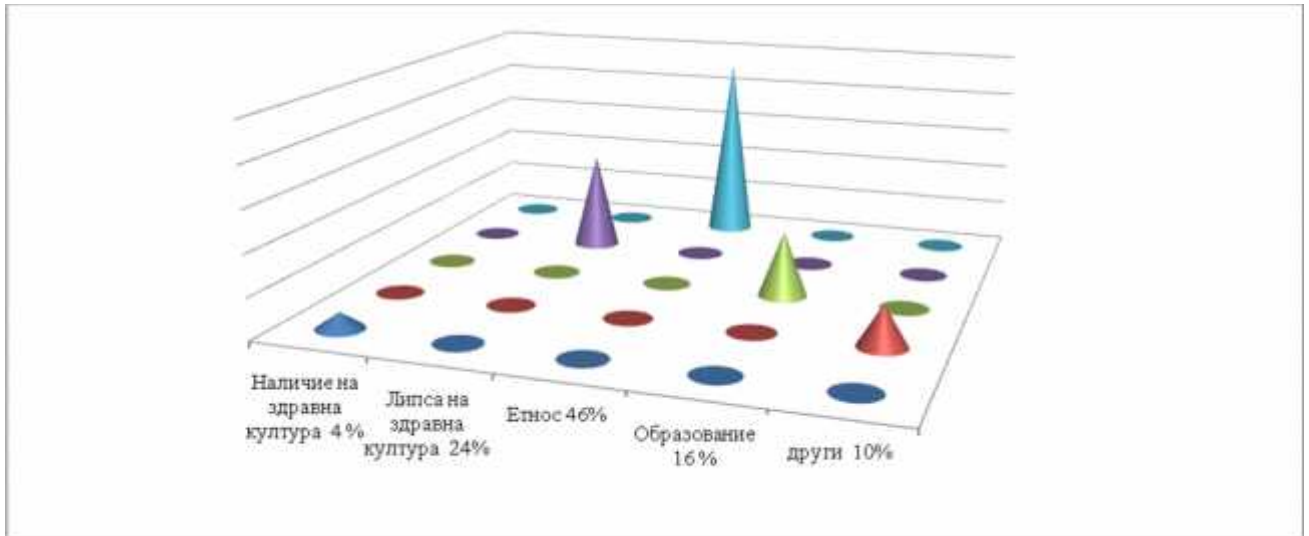
. 16%

. 10.

	4%	9
	16%	35
	46%	101
	24%	52
	10%	22

• 10





29

10%

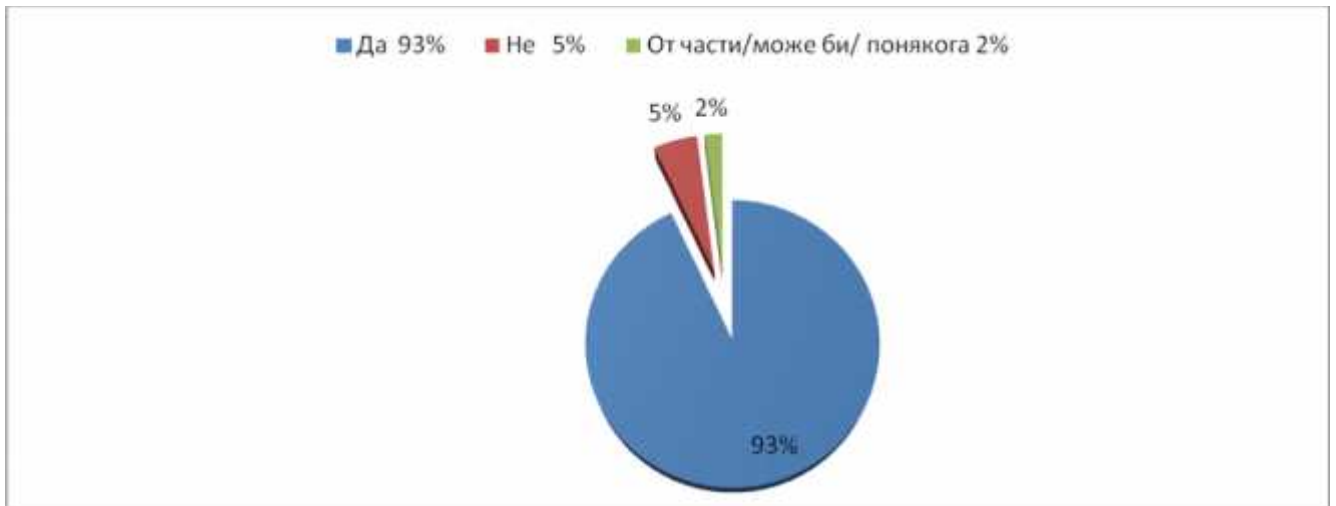
46%

5%

, 93%

2%

” - . 30.

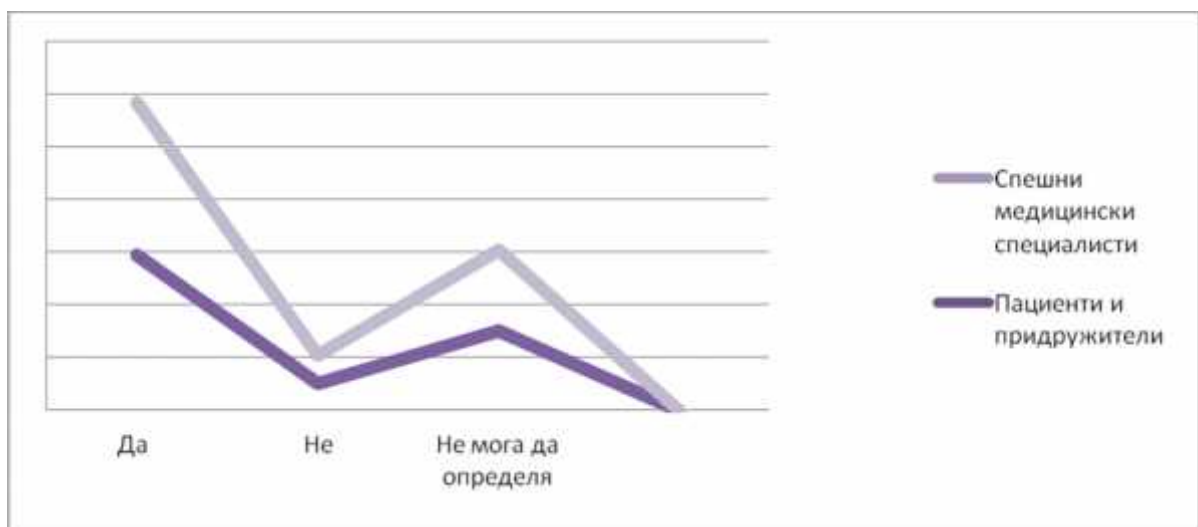


• 30

,
 ,
 -
 ,
 - 59%, ” ”,
 ,
 ,
 10%,
 ” “ 30% - . 11.
 -
 , $\chi^2 = 1,986 > 0.05$,
 ,
 ,
 - . 31.

• 11

	59%	58%
	10%	11%
	30%	31%



31

- 79%,

21%

32.

” . 95%

$u=16745, < 0,05.$

. 5%



32

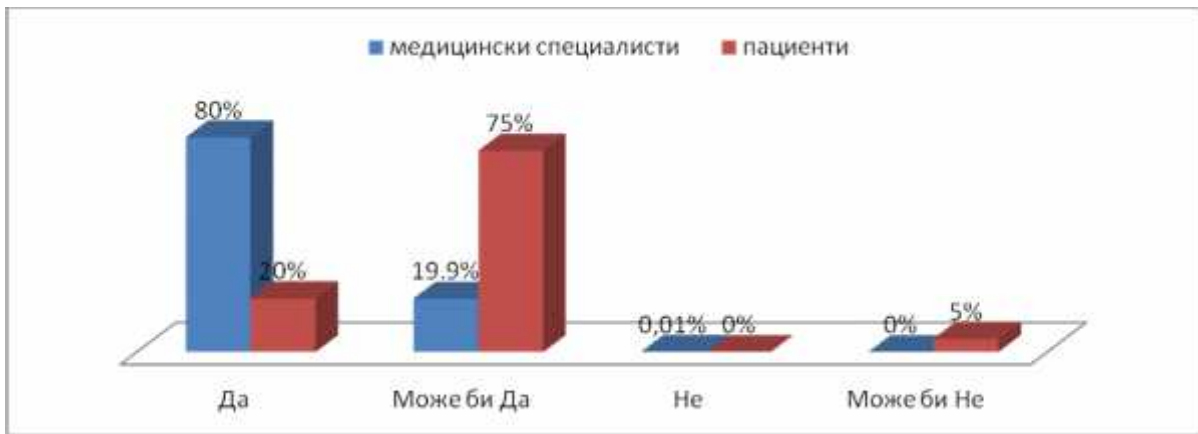
20-

80%

?”

- 0,01%.

” , , “ 20% , - ”
 ” 75% , ”
 , 5% ”
 , ” ” ,
 - 33:



33

34,

(ANOVA)

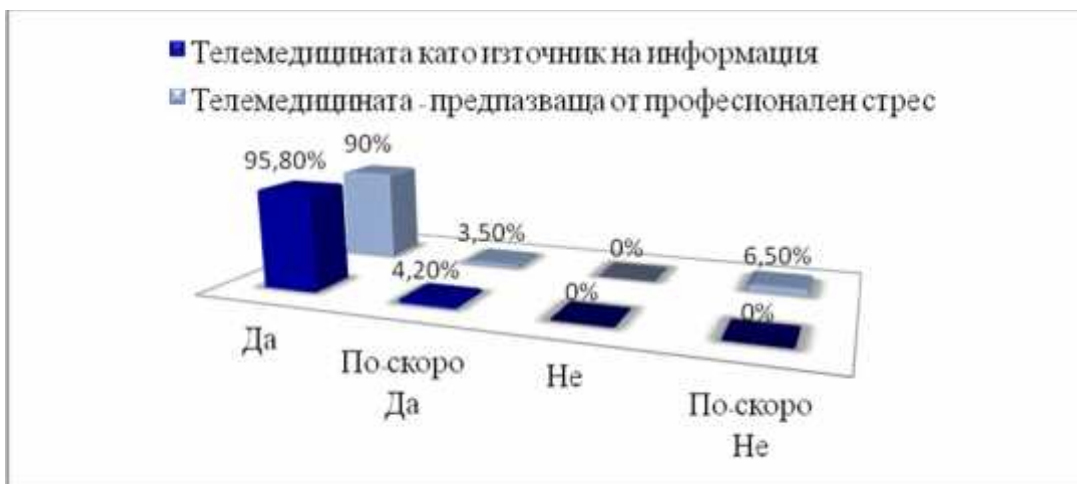
” ” -
 ” ” -
 ,
 ($p < 0,05$).

95,8%

- 90%

3,5% -

- 6,5%,



V –

4.1

1.

(40-50 .) - 31.6%

(61 .) - 32.5% -

2.

30%

32%

3.

•

•

•

•

, ;

;

„ ?”, 39%

• ,

,

1 ,

4.

91% -

•

,

,

•

•

,

- 89% -

- 75%

8%.

,

,

5.

, 51%

,

,

40.5%

„

”,

,

,

. 8.5%

,

,

6.

50 . - 35% -

„

”,

24%

60-

-

7.

, 75%

8.

. 83%

$\chi^2 = 2,692$

> 0,05,

9.

?" - 75%

,10%

. 11%

- 4 % -

10. 62%

11.

. 79%

- 24%

12.

13.

. 80%

75%

4.2

1

2

3

4

5

6

7

4.3

•

,

,

,

.

*

,

.

-

,

,

,

-

,

,

.

*

,

,

.

*

,

,

,

,

,

.

•

.

•

-

,

,

,

.

•

.

•

.

,

.

•

,

-

,

.

4.4

-

”

”

.

:5

:

:

-

.

-

.

2017

•

,

,

,

;

•

,

.

,

.

.

,

,

,

,

.

.



.

.

,

,

,

.

.

-

,

.

-

()

.

-

,

,

.

-

”

“

”

“

.

-

,

.

:



”

”

,

”

”

,

.

,

.

,

,

(Self monitoring)

.

,

,

,

-

-

.

-

,

.

-

,

,

,

,

.

.

-

,

,

,

,

.

.

,

-

.

”

- ”

,

!”. [189]

,

:

•

,

-

,

,

.

•

”

,

”

.

,

.

,

.

,

.

-

?

-

,

.

,

,

.

—

—

●

.

,

,

.

,

,

.

,

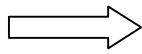
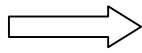
.

“ ”

“ ”

.

.



	- , .	- , .

	- .	.
	, , . , . , .	. , .
	, . , . , - , .	. , .
	. , . , . , . , .	. -
	- , . , . , . , .	. .
.	. , . , . , . , .	. .

	<p style="text-align: center;">—</p>	
	<p style="text-align: center;">C.</p>	
		2

	-	.	,	,	,
	,	.	,	.	.
	.	,	.	-	.
	.	,	.	.	.



”

,

..

.

-

,

,

,

.

,

.

:

1

... , , !
- , , ,
.

2

- . " ,
- .

3

... ,
... , . . .
.

4

- , " "
- , ,
.

5

" "
" "
" "
.

6

10,

7

7

8



1

2

3

5-10

3-4

4

90°

5

-

”

”

:4

:

:

-

.

-

.

2017



		- . - . - .	- , . ; - ; -
IV-	- - - , ,	- . - . - - . - . - , - - . - - . - , , ,	- ; - - ; - - . - ; - , , - - ; - " - "

1. . :
” ”_ ,2010
2. ,2007 ,
3. 2009, . 2, . 24-25. ,
4. 2000 , . , .4,
5. .
DSM-IV-TR.4th ed. 4- . Washington, DC: 2000.
: 2000.
6. , ,
, 2014, 53, ,
, 1999..
7. ,, , ,
,,70 - -
”, 2012 .
8. ,, , , 1999
9. , ,, ,, , 1989 .
10. ,, ,, ,, , . .
” . . “, , 2002
11. , ,, , , ,
2001 ,, .,, ”.
12. , ,, , PSSE, 2002
13. . , 2000,
, 2009
14. ,, -
, .3,2/2003
15. 2000, ,, ,
, 2009
16. , ,, , , 2009
17. , ,, , :
18. , - , , 2010
19. , ,, , , - , , 2010
20. , ,, , . , .
, : , .
21. . . , , , 2010
, ,, - , 2011
22. , ,, , , 2010 .,
” 2000”.
23. , ,, , 2000,
2009.

24. 2008. , .. , .. , ,
25. .. , , 1983 .
26. . , , 2007
27. .. . , . , ,
28. , .. 1998
29. , .. 2001
30. , 2002
31. , . 1/2, 2000 () .
32. . “ ”, , 2002
33. .. : , .1, 2000 , .. 1978 .
34. .. : , .. 1978 .
35. .. , . , 2000
36. . . , . .. , ,
37. - , 2007
38. .. , .. , .. , .. ,
39. - , 1997, 304 .
40. . . , . 2/2004 .
41. 2012 . , 10- , , 2014
42. , 7- , , , 2003
43. .. . , . , , , 1995
44. .. . , , , , 2010
45. , . , .. , 1992
46. , ” , 1997 .. , .. ”.
47. 2008 .. , .. , 2001” . , , ,
48. , .. . , , , 2006 .. . ,
49. , .. . , , , , 2010.
50. , .. . , , , 2009.
51. , .. . , , , 2000 .
52. . - ” - ,
53. 2013 -
54. -” 28.10.2016 . -
54. .. . , . - 26.06.2015 .

55. „ . , . - 24.06.2016 .
56. „ . , . - , 30.10.2015 .
57. „ . , . 31.10.2014
58. „ . , . - , 2014 .
59. - „ . , . - 30.10.2015
60. „ . , . - , 28.10.2016
61. „ . , . - , 26.06.2015 .
62. „ . , . 31.10.2014 .
63. „ ”-2015 .
64. „ „ . , , „1997.
65. , , . , . ,
66. , „ , 2000 .
67. , „ , . „ , 2004
68. , „ ,
69. , „ . , , 2000.
70. , . „ „ , 1999
71. „ , , , 2011
72. „ - , „1997
73. , . “ ” , . - , 1996.
74. „ , „2009
75. „ ” ”-2016
76. „ . . , 2010, . 2.
77. „ . „ ” „ , . 5,
78. „ . , , / , 11, , 2015 .
79. - , 2014 . , , 12-13
80. „ , 2008 „ , 1996 ., . 1,

81. , , , 1993,
82. , ,, , .“ - “,
. 3, 2014
83. ,, . , - “, ,2005 ” ,
,, ,1997
84. ,, , , ,2003.
85. , ,, , ,1983
86. - , 1983
87. :
681.3:621.391:614.2: 159.99 - , 2012 .
88. , 1970
89. , ,, i , , ,1994 .
90. ,, , ,1981 .
91. , ,, , , ,1998 .
92. , ,, , , . , ,
,2009
93. - , ,, , , ,2010.
94. , ,, ,, , , , ,2001.
95. , ,, , ,, - . “, 2013
96. ,, ,, , , “, 2013 ”
97. , ,, , , ,1999.
98. , ,, , , ,2001.
99. , , , , .
100. , - ,2013 - 10 ,
,1998, .
101. ,, “ ”,
, . , ,2006 .
102. ,, M. , , ,
- ,28-
103. - , , ,2011 .
104. ,, , - , . , , .2/
2003
105. , ,, , .” - ” , - ,2012 .
106. . , ,2006 .
107. . :
- , , ,2009.
108. , ,, , ,2009
109. 1 , ,
, . .15 08.02. 2011 .

110. " 12 30 20154 15 2016
111. i , " , . , " , , 1990.
112. www.nimh.nih.gov
113. , . " , 1982 .
114. human interaction, . Nonverbal Communication in 2004.
115. , 2000. — .
116. , 1971 .
117. , " , " , 2010
118. " , , 1998 .
119. , . " — " , 3, 2014 .
120. " :
 , 2010,.
121. " , " . , 2010 .
122. " , . , 2000
123. , - - , 2016
124. . , , 2004 .
125. , " " , 2010 .
126. " " , : „60” , 2011 .
127. " - , , - , 2011 .
128. " , . , 2010, . :
 " - " ,
129. , 03 - 04.12.2010 . , " " , .
130. , 2009, , 2009 .
131. " , , 2003
132. , . , 2011 .
133. , " , 2006 ., .2.
134. , " . " -

135. „2020”, „”, 2011. „”, 2006 .
136. „”, 1984 .
137. „”, 2001 . „”.
138. „”, 2013 .
139. „”, 2015
140. „”, 1993
141. „”, 2002.
142. „”, 2001.
143. - „”, Mayers
Briggs
144. - „”, 1, 1993 .
145. „”, 1998
146. „”, 2000 .
147. „”, 1978 .
148. „”, 2014
149. „”, 2010.
150. „”, 2014
151. „”, 2015
152. „”, 94, 2008.
153. „”, 2012
154. „”, 2, 13, 2005.
155. „”, 2006, „”, 2006.
156. „”, 2, 13, 2005.
157. „”, 2012, 94,
158. „”, Ciela, „”, 2009.
159. „”, 2002

160. , 1997 .
161. , .. , .., 1982
162. , . , .., 2002 .2
163. , , , 2011
164. , . . 1992.
165. , ,, , ,, , 2 1995 .
166. , ,, , . 1987.
167. - ,, -2016 .
168. ,, ” - ”-2017 .
169. 2016 ” , -
170. , ,, , , .., 2007.
171. , ,, ” , , .., 2002.
172. ,, ” - 2014 .
173. , ,, , ” , . , , 2002.
174. ,, , -
175. , 2016 .
176. , . 1989
177. , . 1993
178. "Ambulance Dispatch System (SAMU website
179. "Emergency medicine in France". *Annals of emergency medicine*
180. "Italian Red Cross Rescue Volunteers". National Association for Public Assistance". <http://www.anpas.org/SitoA/sitoA/connect.asp?xsl=home.xsl>
181. "National Association for Public Assistance".
182. "National Coalition on Health Care website" (PDF). National SAMU website.
183. "Paris Fire Department". <http://www.pompierparis.fr>.
184. dler, N.J. *International dimensions of organizational behavior*. Boston, 1996
185. Albrecht , T ., Adelman , A . *Communicating Social Support* , London, 1987.
186. Anderson, C., Arnoult, L., An Examination of Perceived Control, Humor, Irrational Beliefs, and Positive stress as Moderators of the Relation Between Negative Stress and Health. *Basic and Applied Social Psychology* , 1989
187. B u m k e , O. *Lehrbuch d. Geisteskrankheiten*. Munchen, 2016
188. Borella, V., *La comunicazione medico/sanitaria*, Fr. Angeli, Milano, 2004.
189. Brebner, J. *Personality factors in stress and anxiety* , Univ. Adelaid 2002
190. Carver, C.S., Weintraub, J.K., Scheier, M.F.. Assessing coping strategies: a theoretically based approach . *Journal of Personality and Social Psychology* , 1989
191. Cohen, S., Kamarck, T., Mermelstein, R.. A global measure of perceived stress. *Journal of Health and Social Behavior* 1983

191. Cohen, S., McKay, G. Social support stress and the buffering hypothesis: A theoretical analysis. In A. Baum, J. Singer, E. Taylor (Eds.). *Handbook of psychology and health* , , Hillsdale, NJ: Erlbaum.1984
192. Cohen, S., Wills, T.A. Stress Social Support, and the Buffering Hypothesis.*Psychological Bulletin* , 98, . 2015.
193. Crandall, J. Social interest as a Moderator of Life stress. *Journal of Personality and Social Psychology* 2014.
194. Cutrona, C.E., Suhr, J. Controllability of stressful events and satisfaction with spouse, support behaviors. *Communication research* 1992
195. Davis , M., Eshelman, E., McKay, M. Stres Reduction Workbook 2004
196. "Emergency medicine in France". *Annals of emergency medicine* -31 (1)16
197. Emergency Medical Services Act, state of Sachsen-Anhalt,
198. Felton, B., Revenson, T., Hinrichsen, G. Stress and coping in the explanation of psychological adjustment among chronically ill adults. *Social Science and Medicine* , 2013
199. Fleishman, J. Personality characteristics and coping patterns. *Journal of health and social behavior* .2003
200. Flet, G., Hewitt, Blankstein, K.,Gray,L. Psychological Distress and the Frequency of Perfectionistic thinking.*Journal of Personality and Social Psychology*,2001
201. Folkman, Lazarus, 1980 Tucker - Ladd , 1996
202. Folkman, S. Personal control and stress and coping processes: a theoretical analysis. *Journal of Personality and Social Psychology* 1894
203. Folkman, S., Lazarus, R.S.. An analysis of coping in a middle-aged community sample. *Journal of Health and Social Behavior* , 2000
204. Folkman, S., Lazarus, R.S., Gruen, R. and De Longis, A. Appraisal, coping, health status, and psychological symptoms. *Journal of Personality and Social Psychology*.1999
205. French Fire-based VPS". <http://www.pompierparis.fr/accueil.htm>
206. Freud, S . *The Problem of Anxiety* . N.Y., Norton.2001
207. Goliszek, A. *60 Seconds Stress Management* , New Horizon Press, Far Hills, New Jersey2013
208. Greenacre, Ph. The Predisposition to Anxiety. *Psychoanalytical*.
209. German Federal Board of Physicians: Guidelines regarding the responsibilities of the Medical Director, EMS 2014
2010. Jung, C.G,Psychological types, (H.G.Bayens, Trans.revised by R.F.C. Hull),(Original work published in 1921) 2010
211. Kazdin, A. (1990). Childhood depression. *Child Psychol. Psychiat*
212. Kobasa, S.C. and Puccetti, M.C. Personality and social resources in stress resistance. *Journal of Personality and Social Psychology* , 2013
213. Kovac , D , Metodologicke problemy psychologie v rozvoji ewropskych krajin , sb ., Bratislava1999
214. Lazarus, R.S. The stress and coping paradigm. In C. Eisdorfer, D. Cohen, A. Kleinman, P. Maxim (Eds.). *Models for clinical psychopathology* New York: Spectrum.1981
215. Lazarus, R.S.. *Emotion and adaptation* , Oxford, Oxford University Press.1994
216. Lazarus, R.S.*Psychological stress and the coping process* . New York: McGraw Hill.1966
217. Lazarus, R.S., Folkman, S.. *Stress, appraisal, and coping* . New York: Springer Publishing.1984

218. Lazarus, R.S.. *Emotion and adaptation*, Oxford, Oxford University Press 1994
219. Lewinsohn, P.M. A behavioral approach to depression. In R.J. Friedman and M.M. Katz (Eds.). *The psychology of depression: Contemporary theory and research* . Washington : Winston- Viley.
220. La Chair des mots. Politique de l'écriture, Galilée, 2000
221. Lin, N., Simeone R., Ensel, W., Kuo, W.Social Support, stressful life events, and illness: A model and an empirical test. *Journal of Health and Social Behavior*.
222. Lipowski ZJ. *Somatization: the concept and its clinical application*. // *Am J Psychiatry* 145 1988
223. Maddi,S.R., Kobasa , S.C. ,*The hardy executive: health and stress* , Dow Jones-Irwin, Homewood , III 2014
224. Meichenbaum, D. , *Coping with stress* . Century publishing, London
225. Metalsky , G., Abramson, L., Seligman, M., Semmel, A., Peterson, C. Attributional style and life events in the classroom: Vulnerability and invulnerability to depressive mood reactions. *Journal of Personality and Social Psychology* .
226. Popov, T., R.Yaneva, P.Balkanska, P. Trendafilova, S.Mladenova,
227. Rank, O.*The Trauma of Birth* , NY,
228. Rawson, G., D. Callinan, *Le 10 regole per vincere lo stress*, Armenia, Milano, 2005.
229. Rotter, J.B,Some problems and mise conceptions related to the construct of internal versus extenal control of reinforcement, *Journal of consult clin*.
230. Russel, V., Arkkelin, D.. *Environmental psychology: an interdisciplinary perspective* . Prentice- Hall, Inc., New Jersey. 1995
231. egestrom, S., Taylor, S., Kenny, M., Fahey, J. (1997) Optimism is Associated with Mood, Coping and Imune Change in Response to Stress, *Journal of Personality and Social Psychology* , Vol. 74, 6,
232. SAMUNumbers".http://www.samu06.org/en/liens.php?PHPSESSID=e1dcbfb58632d6edb0eb40b4f8cc665c#s_amu. 17.11.15
233. Savova, Z., Socio-economic assessment of treatment and rehabilitation of breast cancer, 6th INTERNATIONAL CONFERENCE OF ASECU, University of Montenegro Faculty of Economics, Podgorica, Montenegro, 2010.Medical
234. Savova,Z., Programme de rehabilitation pour la prevention et le retablissement suite d'une maladie oncologique, Archives of Balkan Medical Union, volume 45, 4, Romania, 2010.
235. Seligman, M. *Helplessnes: On Depression, Development and Death*. San Francisko: W.H. Freeman.
236. Smith, R.E., Johnson, J.H., Sarason, I.G.. Life change, the sensation seeking motive, and psychological stress. *Journal of Consulting and Clinical Psychology* 1976.
237. Solomon, Z., Miculincer, M., Avitzur, E. Coping, locus of control, social support and combat - related posttraumaitc stress disorder: A prospective study. *Journal of Personality and Social Psychology* ,2008.
238. Solomon, Z., Miculincer, M., Hobfoll, S.. Effects of social support and battle intensity of loneliness and breackdown during combat. *Journal of Personality and Social Psychology* 2006.
239. Solomon, Z., Mikulincer, M., Flum, H. Negative life events, coping responses, and combat-related psychopathology. *Journal of Abnormal Psychology*1988
240. Spielberger, C.DTheory and research on anxiety. In C.D. 1966Spielberger (Ed.).*Anxiety and Behavior* . New York: Academic Press.

241. Tobin, D.L., Holroyd, K.A., Reynolds, R.V., Wigal, J.K. The hierarchical factor structure of the coping strategies inventory. *Cognitive Therapy and Research* , 1989.
242. Tucker-Ladd, C. *Psychological Self- Help* (Manuscript). 1996.
243. Unterbrinck et al-2010 .
244. Crae, R. Age differences in the use of coping mechanism, *Jurnal of Gerontology* 1982.
245. http://www.lstoykov.fashion.bg/lstoykov/book_comunic_2_3.htm28.09.16
246. <https://bg.wikipedia.org/wiki/>
247. www.Thadeer-copsoq.eu
248. <http://www.cri.it/pages/get?cat=VSNEW&n=1&sec=VOS&type=news>.
249. <http://www.anpas.org/SitoA/sitoA/connect.asp?xsl=home.xsl>
250. https://europa.eu/european-union/index_bg
251. [http://www.samudefrance.fr/en/System_of_Emergency_in_France MG_0607](http://www.samudefrance.fr/en/System_of_Emergency_in_France_MG_0607)
252. <http://www.nchc.org/facts/France.pdf>. Retrieved 2008-09-19
253. http://www.puls.bg/health/hot-news/news_25307.html 2.12.16
254. <http://www.bgonair.bg/life/2014-09-03/kak-da-eliminirame-stresat-na-rabota-07.07.2016> .
255. <http://www.cri.it/pages/get?cat=VSNEW&n=1&sec=VOS&type=news>.
256. <http://www.pompiersparis.fr>. 06-2016 .
257. <http://telemedicine.itg.be/06.2015>

-
-
-
- 16. , ?
-
-
-
-
- 17. / ?
-
-
-
-
- 18. ?
-
-
-
- 19. ?”
-
-
-
- 20. ?
-
-
-
-
- 21. , ?
-
-
-
-
- 22. , ?
-
-
-
- 23. ?
-
-
-

. e , -
 , - - , , , -
 , (, ,) .
 - , -
 .

1. :

-
-

2. :

- 18 30 .
- 31 40 .
- 41 50 .
- 51 60 .
- 61 .

3. :

- /
-

4. :

-
-
-

5. ?

-
-
-
-
-

.....

6. ?

-
-
-

- •
7. / ? /
- •
•
8. , ?
- •
•
9. ?'
- •
•
10. ?
- •
•
11. , ?
- •
•
12. , ?
- •
•
13. ?
- •
•
14. , ?
- •
•
•
15. , ?
- •
•
•

					,
	1	-47	.		
	2			-70	.
	3	-75	.		
	. 1			-36	.
	. 2			-57	.
	. 3				-57 .
	. 4			-59	.
	. 5			-60	.
	. 6			-71	.
	. 7				-74 .
	. 8				-92 .
	. 9			-	-122 .
	. 10				-123 .
	. 11				-125 .
	. 12				-126 .
	. 13				
				-129	.
	. 14				
					-132 .
	. 15				
				-133	.
	. 16				
					-134 .
	. 17				
				-135	.
	. 18				
				-136	.
	. 19				-138 .
	. 20				-140 .
	. 21				-141 .

- . 22
- . 23
- . 24
- . 25
- . 26
- . 27
- . 28
- . 29
- . 30
- . 31
- . 32
- . 33
- . 34
- . 1
- . 2
- . 3
- . 4
- . 5

- 142 .

-143 .

- 146 .

- 147 .

- 149 .

- 151 .

- 153 .

- 156 .

- 160 .

- 161 .

- 163 .

- 164 .

- 166 .

- 67 .

- 73 .

- 79 .

- 88 .

- 93 .

- . **6** - 139 .
- . **7** -144 .
- . **8**
- 146 .
- . **9**
- 148 .
- . **10**
-154 .
- . **11**
- 160 .