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Problem solving and Decision Making

(BMSW4004)

Assessment Component 1

Written Report

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Introduction

This is an appropriately structured academic report about Lack of communication between staff and management in which it will apply a recognised problem-solving tools and techniques used in health and social care settings.

Problem Definition

Lack of communication between staffs or management

According to Collins (2006-2021) Lack means: an insufficiency, shortage, or absence of something required or desired.

Communication means according to Oxford (2021) the imparting or exchanging of information by speaking, writing, or using some other medium.

PESTLE

Political	P
Economical	E
Social	S
Technological	T
Environmental	E
Legal	L

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According to Oxford Collage 2021

A PESTEL analysis is an acronym for a tool used to identify the macro (external) forces facing an organisation. The letters stand for Political, Economic, Social, Technological, Environmental and Legal. Depending on the organisation, it can be reduced to PEST or some areas can be added (e.g. Ethical)

In marketing, before any kind of strategy or tactical plan can be implemented, it is fundamental to conduct a situational analysis. And the PESTEL forms part of that and should be repeated at regular stages (6 monthly minimum) to identify changes in the macro-environment. Organisations that successfully monitor and respond to changes in the macro-environment are able to differentiate from the competition and create a competitive advantage.

Let's look at each element of a PESTEL analysis.

Political Factors:

These determine the extent to which government and government policy may impact on an organisation or a specific industry. This would include political policy and stability as well as trade, fiscal and taxation policies too.

Economic Factors:

These factors impact on the economy and its performance, which in turn directly impacts on the organisation and its profitability. Factors include interest rates, employment or unemployment rates, raw material costs and foreign exchange rates.

Social Factors:

These factors focus on the social environment and identify emerging trends. This helps a marketer to further understand their customers' needs and wants. Factors include changing family demographics, education levels, cultural trends, attitude changes and changes in lifestyles.

Technological Factors:

These factors consider the rate of technological innovation and development that could affect a market or industry. Factors could include changes in digital or mobile technology, automation, research and development. There is often a tendency to focus on developments only in digital technology, but consideration must also be given to new methods of distribution, manufacturing and also logistics.

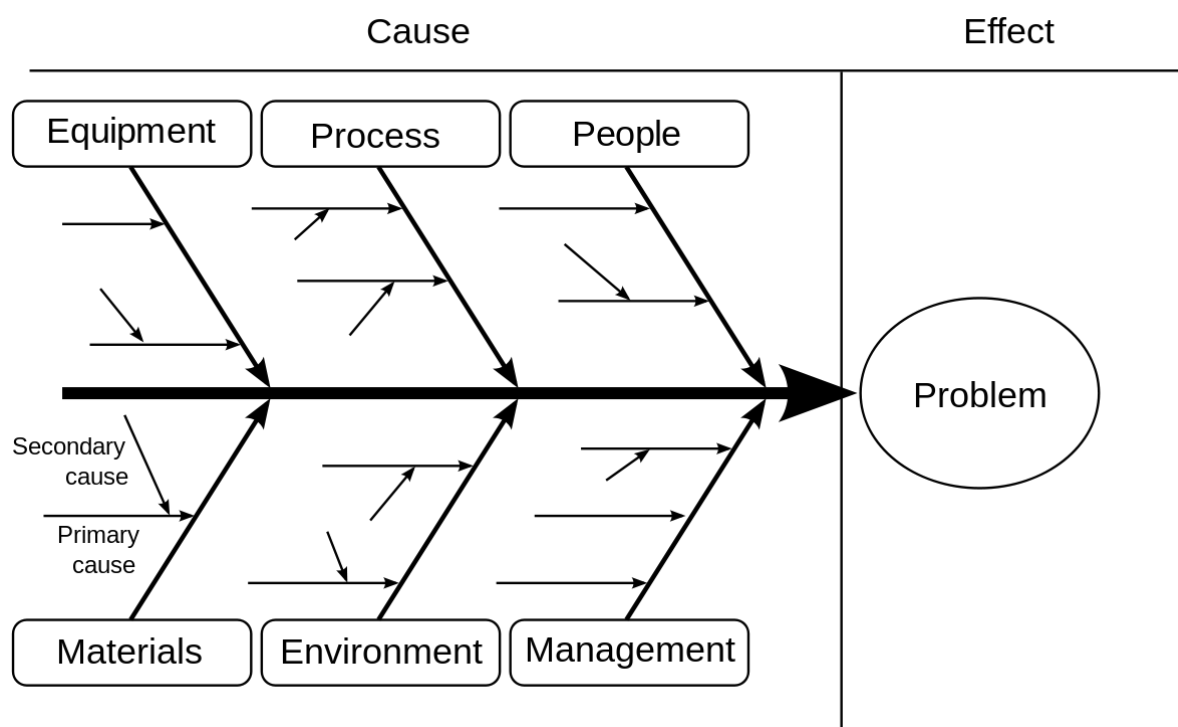
Environmental Factors:

These factors relate to the influence of the surrounding environment and the impact of ecological aspects. With the rise in importance of CSR (Corporate Sustainability Responsibility), this element is becoming more important. Factors include climate, recycling procedures, carbon footprint, waste disposal and sustainability

Legal Factors:

An organisation must understand what is legal and allowed within the territories they operate in. They also must be aware of any change in legislation and the impact this may have on business operations. Factors include employment legislation, consumer law, health.

Fishbone



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According to Quality Recourse (2021) Fishbone Diagram also called: cause-and-effect drawing, Fishikawa drawing.

A fishbone drawing can be used when recognising likely roots for a complication or when a group's reasoning is prone to fail.

This Fishbone analysis tool is thought to be among the seven fundamental standard device. The fishbone drawing points out most recognisable sources for an outcome or issues. It can be used to make up a problem-solving meeting. It straight away resolve plans into practical classification.

Choose a problem, note in the the middle of the chalkboard or book. Draw a box around it and draw a straight arrow running to it.

Plan the crucial categories of root of the problem. If this is hard use general title like, System, Instruments, People, Materials, Calculation or Surroundings.

Put down the classification of sources as limbs from the main arrow.

Create all the potential source of the problem. Question "Why does this happen?" As each plan is specified, the Practitioner writes it as a limb from the suitable category. Causes can be written in a few places if they connect with some categories.

Repeat the question "Why does this happen?" about every cause. Put down sub-source branching off the source. Keep to asking "Why?" and create profound levels of sources. Layers of branches showing causal connections.

When the team is out of plans, pay attention to places on the diagram where plans are less.

Discussion

Lack of communication between staffs or management

According to HIPAA (2021) constructive communication is very important in any organisation but even more so in healthcare. The result of poor communication in healthcare can have very significant repercussion. As with other companies, poor communication reduces profits but in healthcare communication negligence badly affect patient result. Lack of communication brings incorrect diagnosis and other medical omissions that can simply lead to preventable health problems and the death of patients.

In this journal we look at some of the leading consequences of bad communication in healthcare and propose plans to adopt to better communication among staff and for conveying information to patients.

Lack of Communication most frequently happens during shift changes, when care of a patient is handed over to a different team. When insufficient, wrong, or ambiguous facts are given at the handover, it elevates the chances of medical errors Happening. Lack of communication can lead to patients getting incorrect treatment or procedure, being given wrong medication, or could result in delays to very important tests and treatments, all of which will badly affect patient results.

Medical safety Specialist at CRICO Strategies scrutinized 23,000 medical wrongdoing cases and got more than 7,000 of those case could be trait of miscommunication. Those lack of communication led to \$1.7 billion in wrongdoing costs and close to 2,000 avoidable deaths. Research done by the Joint Commission found 80% of significant medical mistake were the result of lack of communication between staff during patient handovers.

Consequences of lack of Communication between Doctors and Nurses

The most usual miss communication between medical staff entails failure to communication crucial facts about a patient's symptoms or situation and bad writing of patient details. These problems can lead to wrong conclusions being made about treatment and slow down of treatment when the seriousness of the patient's condition is not clear.

For example, the CRICO study recognised a case when a nurse had not been able to explain to a surgeon that a patient was having abdominal pains after surgery and had a low

red blood cell count, which shows signs of internal bleeding. The patient then passed away from the haemorrhage.

Apart from the threat to patient well being, there are other results of lack of communication. Patients at times go through a long wait, most at some time of their journey in a hospital. Many of the hold ups are the consequences of miscommunication between staff. These communication failures slow patient throughput, elevate hospital stays, and are a main reason why poor patient satisfaction scores and are expensive for hospitals.

Communication failures happen for many of reasons such as fruitless policies and procedures, language barriers, poor communication skills, workload pressure, EHR issues, poor evidence, dispute between staff members, and poor communication systems in hospitals. Lack of Communication can also happen as a result of hospital hierarchy, which results in nurses having a power disadvantage which can be a barrier to effective communication.

Effects of Lack of Communication between Doctors and Patients

Good reporting between doctors and patients is crucial during medical visits. Doctors must pay attention to what patients say to them, verbally and non-verbally, and need to accumulate information, raise patient's spirits, and give essential medical advice. Most patients will not have a great knowledge of medical problems, so care must be taken to make sure that any information that is discussed has been comprehended.

Lack of communication between doctors and patients can lead to misunderstandings about medications and the poor communication of follow up instructions, which can bring about poor outcomes and readmissions, and can bring harm to a patient. Lack of communication can also bring inadequate informed consent, which can lead to malpractice court cases.

Analysis

Bettering Communication in Healthcare

There are some plans of action that can be embraced to better transmission in hospitals, mostly during handovers, and ensure more successful communication of information to patients. These include the RELATE model (Reassure, Explain, Listen/answer questions, act, Express appreciation).

This transmission plans are crucial for bettering patient wellbeing, but staff also have to be given the communication tools they need. Many hospitals are still depending on out of date communication technologies such as pagers and faxes, are not using mobile phones, and communication technologies are not joined with EHRs.

Effects of poor communication patterns between nurses & providers

According to Kraut (2021) It is well known that there is a strong correlation between the communication skills of healthcare providers and patient health outcomes. Nurses are at the forefront of patient care; therefore, they are responsible for communicating patient

information to any providers involved in a patient's plan of care. It is essential to patient safety and outcomes that effective communication occurs between nurses and providers.

Poor communication between nurses and providers can occur for a variety of reasons, either intentionally or unintentionally. Healthcare can be very unpredictable, complicated, and stressful. Patient needs can arise unexpectedly, and a patient's condition can change very rapidly. The unpredictability and urgency that occurs when caring for patients can lead to unplanned communication between providers, which leads to a communication breakdown.

Too much info, too quickly

An example of a poor communication pattern that occurs during a stressful situation is when a provider provides as much information as possible, as quickly as possible. For example, a patient's health is rapidly declining. The nurse phones the physician and quickly provides as much information as possible, such as vital signs, the patient's history, medications given, and any events leading up to the patient's current state. While all of this information is important for the provider to know, any lack of organization or logic to what the nurse is saying may cause the provider to lose attention and dismiss the nurse's concerns.

Hesitation due to power differential

Another poor communication pattern that occurs is when a nurse is hesitant to ensure their concerns are being heard and acted on. Unfortunately, a culture of hierarchy and power differential between nurses and physicians still exists in many institutions. If a nurse makes a recommendation or brings an issue to the attention of the physician, and their recommendation or concern is dismissed, many nurses many do not feel comfortable repeating themselves.

The impact of poor communication

Poor communication between nurses and other health care providers can have a significant negative effect on patient safety, quality of care, patient outcomes, and patient as well as staff satisfaction. An organization should ensure several interventions are in place in order to ensure effective communication between health care providers. Leaders should promote an organizational culture which is patient centered and focused on safety. In addition, leaders should be supportive of open communication and promote the use of communication tools between health care providers. Once interventions are in place to break down the patterns of poor communication, safe, patient centered care can occur.

Impact of Unproductive Communication in Healthcare

According to Yunk (2019) The business works within an elaborate network that includes healthcare providers, patients, third-party service workers, and insurance delivery service. At the core, there are many complex connections between hospitals, researchers, EHR owners, internal tech leaders, and healthcare executives. Subpar communication in healthcare can result in many adverse effects, including:

Medical errors: Mistakes often occur when there's a breakdown in information sharing among the medical staff involved in a patients' treatment. Proper documentation is of course, important. Still, the data also needs to be distributed to the entire team on time, so errors can be identified and corrected before adverse medical events happen.

Long waiting time: Waiting even for 10 minutes to access healthcare services or support is considered a deal-breaker. Patients are frustrated by long wait times and often leave before being seen by a physician and tend to correlate wait times with the quality of care received

from the medical facility. These delays are usually the result of improper communication and diminish the overall patient experience.

Wrong, delayed, or expensive treatment: As a healthcare provider, one of your topmost priorities is to eliminate liabilities. When your patients undergo improper treatment, face procedural delays, or receive an incorrect medication, you end up facing severe financial and reputational consequences.

Incomplete follow-ups: The patient journey is not a one-time experience. Physicians and nurses need to ascertain if the patient is following the treatment protocol or is taking the prescribed medication correctly. You risk losing track of your patient inquiries and call statuses, by using cumbersome and inadequate follow-up mechanisms. This could result in poor outcomes for the patient.

Lack of outreach to elderly patients: Effective communication is a vital driver of the healthcare experience, especially, when healthcare providers are dealing with isolated individuals who do not maintain consistent contact with family and friends. Lack of communication could result in neglecting health issues in these elderly individuals.

Uninformed recommendations: Patient data is crucial information that needs to be managed carefully by healthcare providers. If inconsistently shared among your staff, patients may not receive the most appropriate treatment recommendations. In turn, it could prevent physicians from making the right decisions.

Improper handling of private medical data: Incubating a culture of data privacy is a boardroom mandate for healthcare organizations. As healthcare technologies continue to evolve, the threat of security lapses grows too. Without effectively integrating the Electronic Health Records (EHR) into your systems, your patient data is at risk of getting exposed.

Recommendation

There are five ways to better Communication in Healthcare

According to Zamolo 2011 prompt and straight communication in healthcare setting is very important. The health and safety of patients based on a clear and accurate exchange of information.

As many employees in the healthcare field move to many locations and make homes, real-time communication can be very difficult. Healthcare workers don't always check email as most of their time is spent on the move, looking after patients, so it's hard to stay up to date on company updates and essential messages. But good communication in healthcare is more crucial than ever.

Bettering Communication in Hospitals

The significance of communication in hospital settings cannot be made clear enough. The impact of good communication in healthcare settings not only is able to affect the patient experience, but it can contribute to a financial loss at various facilities and badly affect workplace energy.

Although ways to better communication may not happen in one day, the effort is critical to lessen miscommunication and reduce stress for both healthcare workers and patients. Here are five ways to make sure good communication between healthcare professionals.

1. Evaluate current method of Communication

Before you can make development to your internal communication, you need to evaluate your current efforts. As someone who works in the healthcare sector, you already know how important it is to avoid making costly and even potentially deadly errors.

Are there any clear gaps in your communication that lead to mistakes? Take comprehensive record of what works and what doesn't.

Once you've evaluated your communication, it's time to ask for reactions and make an internal communications plan. A great example of good communication is letting your staff to have a say, listen to their comments, and do appropriate changes. If you want to improve communication, you must be ready to listen.

2. Well organise Communication Channels

Working in healthcare, there are agreements you really have to follow, but when you do your assessment of your current state of communication, don't forget to see if there are ways to well organise your channels. Communication should be simple, but it can quickly become elaborate and complex.

If you ensure your communication remains confidential and secure, you may be able to eliminate some unnecessary steps, which often end up causing confusion or are time-consuming to navigate. The bulk of your communication can happen in one simple, mobile-friendly interface that doesn't even involve email.

3 Encourage Mobile Collaboration for Effective Communication Between Healthcare Professionals

Today, pagers remain a mandatory means of communication in many healthcare facilities. While pagers may be an effective way to alert someone to return your call ASAP, they're not always an effective or practical way to conduct a two-way conversation.

Since healthcare workers aren't huge fans of email, encourage top-down, bottom-up, and peer-to-peer communication via a mobile team communication app. If you're worried about professionalism, establishing a Code of Conduct and BYOD (bring your own device) policy will keep your expectations clear without worrying about issues like time management.

In an age of technology where roughly three-quarters of American adults own and use a smartphone, it's only natural to encourage its use at a professional level for real-time messaging. (Let's face it, almost every employee is using their mobile phone anyways.)

4. Give employees a chance to express their opinion

As mentioned above, when you give everyone a chance to express themselves and respect their input, the transmission between your staff will be better. As you may work in an office and do less movement from one place to the next, another member of your staff may move so much that their car become as a home office.

Whether you see your staff a few times a day or about ten minutes a week, everyone should have the same chance to express worries, needs, and wants. Once employees don't feel like their voice is being heard, better transmission comes to rest.

5. Make Face-To-Face Communication a priority

At the beginning of the use of technology make it a priority to talk with one another, don't forget about the importance of face-to-face conversation. In-person meetings are critical to establishing effective transmission between healthcare professionals.

Compulsory seating is often met with anything but zeal, especially when you have staff that may already feel exploited and spread too thin between many activities. While you may not have the power to get rid of compulsory face-to-face meetings, try to make the "in-person" time you have with your staff count.

Concentrating and being an active listener not only shows your staff you care enough to be "present," but that you value their efforts and want to know more about their experiences at work.

These apparently simple actions, if done well, will set a solid precedence and your staff is more likely to practice these same actions when working with co-workers and patients.

Conclusion

Summary of the Consequences of Lack of Communication in Healthcare

The main consequences of inadequate interaction in healthcare are a reduction in the quality of care, poor patient results, expenditure of resources, and high healthcare expenses. Communication failures often have a negative effect on patient and staff compensation.

Successful communication will: Improve value of care and patient results, Boost the patient experience, Better patient satisfaction scores, Decrease the cost of healthcare and Lower stress for clinicians and prevent burnout

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