

Duty of Care for Professional Health and Social Care Practice

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Introduction

Like professionals in any other sector, nurses and physicians have an ethical obligation to safeguard their patients from unnecessary harm while prioritizing their own personal well-being. Therefore, Duty of care refers to the obligation placed on nurses and other social service workers to provide their patients with the highest standard of care possible (Billingsley, 2008). This highlights the significance of knowing one's responsibility and having the requisite expertise to carry it out in one's position. With that being said, this essay will seek to explore the importance of good communication skills between the patient and the caregiver and colleagues in ensuring that both the patient and their families receive the right services. And since this is a process, the essay will also explore the importance of working in collaborative partnership with the patients/services and their families to ensure the patients receive the best help during treatment and in recovery.

The importance of good communication skills in Health care

It requires more than just performing procedures and establishing diagnoses for hospitals and other healthcare organizations to provide adequate care for their patients (Hughes, 2008). Effective and open communication considerably benefits the health care profession as a whole. A Careful, accurate and open-ended communication from doctors to nurses to patients is crucial in the health care industry, whether it's between a clinic and another facility when sharing patient information or among a hospital's doctors, nurses, specialists, and other staff when strategizing about how to best manage current patients and welcome new ones.

When a hospital or a social care facility has solid policies for open patient communication, it may improve the health of its patients, while a lack of such rules might have an adverse impact on the well-being of its patients. The success of healthcare providers and organizations depends on their ability to communicate effectively with patients. A report published by FierceHealthcare found that \$1.7 billion in malpractice expenses and 1,744 patient deaths may be attributed to miscommunication (Sauvage and Ahluwalia, 2016). These costs can be avoided if the doctors and nurses establish an open and transparent communication channel between the patient and their caregivers. This demonstrates the need for improved means of communication between healthcare practitioners and their patients. Healthcare workers need competent internal and external communication to treat or take care of patients, save

expenditures, and increase operations. Also, adherence to therapy and self-management have been shown to improve when patients and their families are given the tools they need via effective healthcare information communication. With so much evidence linking good communication to positive health outcomes, it's easy to see how a more methodical approach to health communication may significantly enhance medical treatment. The significance of open lines of contact between patients and healthcare providers, however, goes well beyond the hospital (Sauvage and Ahluwalia, 2016). In order to guarantee positive results and maintain meaningful connections with care providers, the medical team should keep in touch with patients even when they are no longer directly under their supervision.

The need for Competent Administrative skills Relating to Record Keeping

Keeping accurate and comprehensive medical records is a vital component of every doctor's career. Emails, scanned documents, consent forms, texts, verbal communications between doctors, lab results, X-ray images, still images, moving images, audio recordings, and printouts from monitoring equipment are all examples of the types of digital and analog media that can constitute a patient's therapeutic record. All these information taken by specialists require a well organized and effective storage before they reach in the doctor's hand. Having a competent administrative skill such as being able to organize all the medical history in an accessible manner and for easy retrieval will not only save time but also provide a comprehensive information to the responsible person on better medication or treatment to administer. Various cases of misplaced or lost patient notes are a common problem in different health care facilities and the reason for this is having a poor administrative skill in record keeping and most of the cases end up costing the facility an extra cost rectifying the situation some even end up being sued. Modifications to medical records provide irrefutable proof of their inaccuracy, thus reducing confidence. In order to avoid some litigation, suits against healthcare practitioners sometimes include allegations of negligent record keeping. If a patient consults a lawyer about a possible malpractice lawsuit, for instance, the lawyer's first order of business will be to study the patient's medical records to establish whether or not the injuries were the result of carelessness. Beverley Scott of the NHS Information Standards Board found in 2004 that the NHS does not follow a uniform strategy for recording and disseminating data (Sauvage and Ahluwalia, 2016). Medical professionals can only provide quality care if they are up-to-date on all relevant regulations and documentation practices if their professional associations clearly define the standards to which their members are held, and if their institutions have established consistent methods for gathering and sharing data.

Collaborative Partnerships in Health Care

Modern healthcare is more of a team sport, particularly in hospitals and other patient facilities. And when a patient is hospitalized or being treated, they typically receive care from a team of doctors, nurses, and other medical staff members who all work together to provide excellent treatment without forgetting the support from the family. So, the question of how the health and when a patient is hospitalized or being treated, they typically receive care from a team of doctors, nurses, and other medical staff members who all work together to provide excellent treatment without forgetting the support from the family. The general idea of health and social care professionals working in collaborative partnerships with a range of people can only be answered by understanding the concept of interprofessional collaboration in healthcare units and social care work.

The WHO defines "interprofessional collaboration" as "many health professionals from diverse professional backgrounds working collaboratively with patients, families, carers (caretakers), and society to achieve the greatest quality of care." One may make the case that this is just how doctors operate in practice. However, interprofessional collaboration encompasses much more than only the sharing of knowledge and the simplification of communication between medical professionals. All members of the care team must communicate with the patient and among themselves, and team leaders must put their egos aside for the patient's sake.

The Robert Wood Johnson Institute considers the unavoidable power struggles and necessary cultural transformations when defining interprofessional collaboration in healthcare. We have reached "successful interprofessional collaboration," which encourages the active input of each discipline in patient care, when all specialties are working together and thoroughly involving patients and those who help them. It teaches an appropriate level of respect for the efforts made by professionals in many professions.

Work in collaborative partnerships with a range of people

For instance, a person who is experiencing chest problems presents themselves to the emergency room (ED). The emergency room physician examines him, and then the cardiologist takes his history and orders testing before waiting for the radiologist's verdict that confirms their worst fears: the subject is suffering a heart disease and sometimes experience some heart attack. After undergoing emergency operation, the patient spends a day in the intensive care

unit (ICU) with a group of nurses who care for him in one day shifts before being moved to the cardiac facility and meeting his new crew of rotating nurturers. Every day throughout his stay, he will have an appointment with a hospitalist (or maybe simply his normal doctor). Since the patient also suffers from diabetes and COPD, the services of a cardiologist, endocrinology, and pulmonologist are required. Physical therapists, dietitians, and social workers may all play a role in a patient's care, depending on their individual needs and progress.

All of these persons may provide something different and interesting to consider while thinking about the patient. Each person takes note of unique symptoms and speculates on unique causes. When they work together, they can assess the patient from every angle. But you won't find these folks together very often. While they may exchange information through electronic health records, direct, real-time communication is frequently lacking.

Many hospitals now promote primary care physicians, nurses, specialist doctors, and other appropriate team members to participate in team-based, patient-centered rounds in addition to care team meetings. This aids in promoting both patient-centered treatment and cooperation among healthcare providers. As an added bonus, hospitals with state-of-the-art communication technology can provide secure, real-time text, phone, and video communication between care teams at any location or time throughout the patient's care process.

Interprofessional Collaboration in Healthcare

Misdiagnosis, incorrect dosing, and other medical disasters may all result from a lack of communication in the healthcare system. Two hundred and fifty thousand people every year are killed because of preventable medical mistakes (Illingworth, and Chelvanayagam, 2007). When many physicians are involved in prescribing and administering drugs, and when several nurses are involved in delivering those prescriptions, mistakes are certain to arise. Although electronic health record notes might be helpful, effective clinical communication is essential. Having a panel discussion and collaborating with a pharmacist, and arming nurses with all the data they need to treat patients properly are all crucial steps towards achieving a good care for patients. In healthcare settings, interprofessional communication has been demonstrated to reduce preventable adverse drug responses, decrease mortality rates, and increase the effectiveness of medication administration (Illingworth, and Chelvanayagam, 2007).

Waiting is a common part of the healthcare process. When doctors can't see patients immediately, they often have to wait for consultations from colleagues or for radiology to return lab results. Patient frustration and wasted time caused by communication breakdowns can lead

to a rapid deterioration of their condition. That's why "deliver essential test findings to the proper staff member on time" and "increase staff communication" are perennial National Patient Safety Goals listed by the Joint Commission. Once again, interdisciplinary teams find a way to overcome barriers (Paul, and Peterson, 2002). The same is true for medical communication systems. It keeps everyone on the care team in the loop (so that the doctor who hasn't written notes into the EHR can be reached) and uses artificial intelligence to send out warnings as necessary.

Medical professionals make many of the choices that affect their patients, but nurses really provide the majority of the direct care. Neither group can function alone in hospitals; thus, it is crucial that they be able to communicate effectively in order to provide the best possible treatment for patients and prevent any unnecessary harm. A open and free communication between doctors and nurses leads to an a good relationship thus boosting and morale among healthcare workers means less stress and less errors.

Conclusion

The human element that is personal communication, record keeping and collaborative approach are just as important as the technology, qualifications, and treatment system in healthcare practice. This essay has demonstrated how effective communication fosters teamwork and reduces the likelihood of mistakes. Healthcare institutions should identify potential sources of poor communication and work diligently to provide resources that encourage productive teamwork. In other words, if healthcare institutions can fix this problem, they'll improve patient care significantly. As a future professional in the same sector, I am eager to put into practice the ideas presented in this article and to work toward strengthening the bond between patients and doctors by using the most appropriate means of communication.

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