

Staff communication problem 3 essay sample

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Identification of the Nursing Problem

Introduction

This paper identifies the staff communication problem in the field of nursing.

The paper includes an explanation that how prior general and nursing

education courses contribute to identifying the problem. Importance and

effects of this problem are also defined here. Further, the paper describes

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the scope and the current state of the problem. Finally, it includes a plan for searching for an evidence-based solution.

Staff Communication Problem

Communication is considered as the lifeblood of any organization (Elving, 2005). Now, think if anyone has a disturbance in the flow of his or her blood, would he be able to work properly, obviously not. The Same problem is identified in the field of nursing; the staff does not communicate properly with each other. Various problems have been created due to lack or miscommunication among staff. In 1999, a report was generated by The Institute of Medicine that says about 98, 000 people become subject to death every year due to some medical errors. Those errors could have been prevented if proper guides were followed (Richardson, et al., 2000).

Specific theory and knowledge

Prior general education courses

General education courses help in almost every field, but they contributed in a great manner to finding this problem. What is communication and how does it play a vital role, is an idea that was in prior general courses (Boscart, 2009). This idea provided help in a great manner to identify the problem and know why is it important.

Prior nursing courses

Life is a very precious thing; nobody can calculate its value. It is the concept that was provided by prior nursing courses. Those courses also offered a vast variety of nursing practices, which if are not carried out in a right manner, might cause death to somebody. Because of this, identifying the problem was not so difficult.

Nursing background and experience

Education provides lots of knowledge that one can implement in daily routine. If one knows the importance of communication in an organization and damages that can be caused by little errors of nurses, would identify such problem easily. Nursing background and experience were the practical places where the problem was identified.

Justification for the existence of identified problem

Importance

Every professional knows that communication is one of the most important components that run every organization. Nursing as well as the specific site, need proper communication of staff in order to perform job operations. If staff does not communicate in a proper way, how would anyone have an idea of what to do next?

How does the problem affect

Every patient has to go through two or more phases to get treatment such as getting a number from reception, going to a physician and then purchasing medicines. If the receptionist does not have an idea of which physician is available and until what time he will be there, how would he or she assign a number to patients. If the physician does not communicate with the receptionist, how would he get next patient. In the same way, everyone is interconnected in all process. If any of the phases of process lacks in communication everyone will be affected.

Current state of the problem in health care

A study reveals that, in health care despite having a modern computer-based system, about 50% of talks occur directly facing each other (Safran,

Sands, & Rind, 1999). Thus, these talks sometimes result in misunderstanding, which result in harm to patient, staff or the health care system. The status of the problem is still same in health care.

Scope of the problem

The problem is identified globally. To err is human, and every human prefers to talk face-to-face with better understanding, but, unfortunately, it sometimes result in less understanding. Nursing field globally faces this communication problem and still has no final solution for this.

Plan for searching for an evidence-based solution

Further investigation

In order to investigate further, meetings with health care staff will provide good help. In addition, the psychologist will help to understand human nature that why they prefer talking face-to-face. Furthermore, nursing experts, who possess experience of many years, may help understanding the problem better and finding the solution. Surveys will be conducted from patients about services they received and their results.

Plans

Selected staff from the sampled health care organization will be interviewed to understand the problem in depth. A list of questions will be set with the help of psychologists and experts to interview the staff. A survey will be conducted on patients in order to understand their perspective on health care services and their consequences. Are they satisfied or not; do they get better results, or they are caused to suffer more.

Current literature search

Various nursing journals such as Methods of Information in Medicine are

available online to study various aspects of latest research. In addition, many books are published every year on problems of nursing including modern techniques to solve the problem. Going through such literature material will help finding out actual studies on the current topic.

Conclusion

Communication among staff in the health care system is a very important component. If it lacks anywhere in the process, can harm staff, patient as well the health care system. Thousands of people die because of common errors that could have been prevented. The problem is identified with the help of previous studies and personal experience. It can affect everyone who is associated with the health care process; therefore, to find a solution, a number of interviews and surveys would be conducted.

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