

Healthcare communication



**ASSIGN
BUSTER**

HEALTHCARE COMMUNICATION Incident A nurse can not understand why the husband is signing for his wife. She does not feel this is valid or ethical, even if the husband has the best interest of his wife involved. This could cause a problem down the road had this become an issue for the courts. The nurse also battles with the surgeon, who did not take the most recent class on consent. As the argument became more involved, both became more frustrated with each other and the policies. She was trying to show professionalism as well as develop professionally, but could not communicate with the people who mattered at the time. She was following the rules of gaining information. There was also a conflict of interest regarding the setting.

Title violation (HIPAA)

According to HIPAA or the Health Insurance Portability and Accountability Act, 1996 the mode of communication and interaction should be lucid, fast and simple. But in this case the nurse complicated the matter and it appears as a direct violation of HIPPA Title II that denotes AS or Administrative Simplification. (Fletcher, 187)

Responsible parties

Clearly the responsible parties are the hospital employees including the nurse and the in a way the training institute and the hospital are also responsible. It should be mentioned that the patient parties are also responsible as they could have been more tolerant in this case.

Immediate/corrective action taken

As everything was happening in a public place, people were quite aware of the situation. The nurse was not able to demonstrate flexibility and responsiveness as accurately or quickly as she might have if the setting were

clear. This led to an unprofessional approach to the situation, which in turn led to it blowing up.

Long-term action taken

Finally, because the nurse was informed a week earlier of the new teachings of consent forms, she felt her battle with the husband and the surgeon both were against professional practice regarded as appropriate at the hospital. Again, she had the dilemma of not being able to show professionalism in the most important setting of her work. Thus it became important to resolve the issue by mutual agreement.

Methods of communication utilized

For resolving the issue it was evident that proper communication had to be utilized. In doing so the hospital took action that simplified the communication method by implementing electronic apparatus that enable the patient parties to complete the formalities without any human interventions.

Analysis of appropriateness of response

In essence, although the nurse had gone through the courses, followed protocol and did the right thing by her standard, her overall thinking was not correct. She had been taught incorrect information in the class, which should have been cleared up immediately. Unfortunately, situations like this may happen daily, with dire consequences. The best thing to do is to learn the current ways of thinking and stick with those every time. Perhaps if the nurse does that next time, she will not have such a major outburst.

References:

Fletcher, R; HIPAA: Beliefs and Knowledge; Believing and Knowing.
(Mangalore: Howard & Price. 2006) pp 188

<https://assignbuster.com/healthcare-communication/>