

Portfolio Project

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### Poor Communication

The meeting between the healthcare worker and the patient was very poorly done, and the patient did not seem happy at the end. The first thing that could be improved is the healthcare workers tone of voice, she talked like a bratty teenager who did not care about anything. The second thing that could be improved is that the healthcare worker should not have interrupted the patient, she could barely answer any of the questions. The third area of improvement was that Hannah should not have undermined the patients depression, acting like it was not a big deal. Lastly, she never used professional language with the patient, she was impolite, passive aggressive, and she took a phone call during the meeting. It is very unprofessional to take a phone call during a meeting with a patient, and talk to them like their situation did not matter and they will get over it. There were many aspects of the interview that needed to be improved, the patient should never feel disrespected at the end of a meeting.

First impresssions are crucial when entering a new work environment, meeting a potential employer, or meeting someone new in general. There are many ways that you can have a great first impression when you meet get a new job. First, it is important to dress according to the event or occasion you are attending. If you are going in for an interview in the medical field to become a nurse, it is appropriate to dress in scrubs. The way you dress for an interview to become a lawyer or nurse would be different, so you must dress appropriately. Another way to make a great first impression is to introduce yourself with a smile and handshake. This is a great way to show that you are friendly and open to a conversation. After you introduce yourself, you can ask them what their name is and what they do for work. Always remember that “the better you make the other person feel, the more they’ll be inclined to have a positive impression of you” (Knight). This means that having a pleasant demeanor and friendly attitude will make all

the difference when making a first impression. It is also smart to have an elevator speech prepared when meeting new people, especially a potential employer. This way, they will know who you are, where you go to school, and what you do for work in about thirty seconds. First impressions say a lot about a person's character, if they are a good fit for a job, or a good person overall.

If I were the patient in this video, I would feel very disrespected and upset after this meeting. I would consider going to a new doctor's office to find someone who will listen to my problems, and respect me. I would also write a bad employee review about Hannah, and explain how she is very passive aggressive and unprofessional. When discussing serious topics like depression, drugs, and suicide, it is important to never make the patient feel like they are stupid for having these issues. As a healthcare professional it is their responsibility to show compassion to their patients and offer solutions to help them with their problems. It is important to "let them know that you care about them and that they aren't alone" (Helping Someone). If I were in the patients position in the video I would tell the healthcare worker that she was rude and unprofessional. I would also let her supervisor know, so that other patient's don't have to feel disrespected by her. Overall, healthcare workers should always be polite and compassionate towards their patients so they are treated with respect.

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## Communication in Nursing

This video portrayed how a healthcare professional should not act towards a patient, but it also showed good customer service skills at the end. There were many areas in this scenario that lacked good customer service skills. First, the male nurse in the beginning of the video did not introduce himself to the patient, and he had poor body language by having his hands raised over the patient. He was also too close to the patient; it seemed like his was hovering over him. When first meeting a patient, it is important to “introduce yourself and explain your role in your patient’s care. Review their medical record and ask basic get-to-know-you questions” (Dugdale). This make the patient feel at ease, and that the nurse or doctor is invested in helping the patient. Secondly, the male nurse was very rude to the patient and his wife. The male nurse kept interrupting the patient when he tried to explain his lump on his neck. He also called the patient sweetie and told him he didn’t want to look at the lump on his neck. When the wife began to talk, he also cut her off and asked her if she wanted to be the nurse. Thirdly, when the female doctor came in, she interrupted the patient and talked so fast that he couldn’t understand her. Fourthly, the female doctor diagnosed the patient right away, and told him he had a risk of death. The problem was that she made it seem like his risk of death was no big deal, and everyone technically has a risk of dying. It is important for healthcare professionals to make sure the patient is heard, and that they are treated with respect.

As a supervisor I would implement training and recommendations to improve those four areas of lack of customer service. First, I would have a staff meeting and make sure I address all of the problems the patients are having with the healthcare workers. I would explain how healthcare professionals must introduce themselves to the patient in a respectful manner. They must have a calm tone of voice, and always remain polite. Secondly, I would tell the employees

to never touch a patient in any way that could make them uncomfortable. It is never okay to make patients uneasy or scared by talking down to them, touching them, or yelling at them. When explaining a patient's diagnosis, "simple and concise language is important without 'talking down' to patients" (Chan). If the male nurse in the beginning would have simply checked out the lump on his neck, and explained his condition in simple terms, the whole situation would have been much better. Thirdly, I would explain that you can never diagnose a patient unless you are absolutely sure that you are correct. It is also never okay to tell them they have a risk of death nonchalantly, like it really doesn't matter. Talking too fast can leave a patient confused, and unsure of what the problem really is. The female nurse should have talked slowly, and explained what the problem was and asked them if they had any questions. Fourthly, I would tell them to watch how Dr. Good interacts with patients, so that they understand how to be respectful and keep the patient calm. Supervisors in a medical office, must make sure everything is running smoothly so that patients are not treated poorly. If I was a supervisor, I would watch how doctors and nurses interact with patients from a distance, so I can see how they act when they think no one is watching. If I were to stand right behind them, they might act differently than if I was not around. By holding a staff meeting, I could address all these issues to make sure everyone knows exactly what is expected of them.

Going forward in the scenario, I would take proactive steps to make sure this would not happen again. First, if a patient or healthcare worker reported to me that a doctor or nurse was treating a patient poorly, then I would address the situation immediately. I would take the male nurse and female doctor aside and let them know that their behavior was inappropriate. As a supervisor, I would tell them what they did wrong and how they can improve next time. I will also tell them that if they continue to treat patient's poorly, then they will be suspended or let go,

depending on the severity of the situation. Secondly, I would bring the doctor or nurse who was acting out of line, and make sure they apologize to the patient. When a healthcare worker apologizes, they must “maintain eye contact, and speak in a professional and emphatic manner. Avoid jargon, defensive statements or angry rebuttals” (Roberts). When apologizing to a patient, the healthcare worker must be sincere in their apology. This is a great way to show that they are actually sorry and are ready to hear what the patient has to say. While talking to the patient, I would make sure that they were properly taken care of and ask if they had any questions. Lastly, I would hold a staff meeting to make sure that all healthcare workers understand how to treat patients. It is wise to go to employees who are struggling with being respectful and ask if they need any sort of therapy. Healthcare workers can work very long hours and be exhausted causing them to lash out at patients or coworkers. Taking these proactive steps will ensure that this will minimize the chances of this happening again.

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## Nurse Patient Relationship/Communication

The nurses in this video did not know how to communicate with patients and coworkers professionally. The nurses were wasting their time during work by talking about their weekends. One of the nurses still had a patient report to give, and she was in a hurry. She rushed through her notes about a patient, and failed to mention a very important detail that the patient is blind. She needed to take her time so that the other nurse could write down everything she was saying completely and accurately. These nurses need to learn about interprofessional communication, and how they should treat patients respectfully. Interprofessional communication is “the sharing of information (by means of verbal, writing or other medium) among members of different health professionals to influence patient care positively” (Olde Bekkink). When the nurse was rushing through notes with the other nurse, this was an example of poor communication. It influenced patient care negatively, because when the new nurse went in to check on the patient, she snapped at the patient for not looking at her. The nurses should never snap at the patients, even if they do not know the patient is blind. If they had used interprofessional communication, then the nurse would have thoroughly gone through her patient notes, and the other nurse would not have disrespected the patient by snapping at her. They should also never tell the patient that they know they are disabled and combative, and that they need to act better. The nurses also talked badly about a patient to each other when the patient could still hear them. All of these examples showed how the nurses needed to learn about interprofessional communication, and how to respectfully treat patients.

Training and coaching must be implemented to increase the quality of patient customer service. First, the three nurses should be reprimanded for acting unprofessional and disrespectful

towards a patient. The need to be told that their behavior is not tolerated, and they will be terminated if they do not get their act together. Secondly, the three nurses should restart training after they had acted unprofessionally with each other and towards the patient. They should shadow nurses who have been working there for a long time and take notes on how they interact with their coworkers and patients. They should report back what they have learned, and how they will start to act differently. One thing that they need to improve on is to not “speak in a frantic tone of voice or as though you were listening to a kid or a pet. As we have said before human beings need to be treated with respect” (Morgan). When a patient becomes angry, the best thing for a nurse to do is to remain calm. Thirdly, if any of the nurses are working long hours and are becoming overwhelmed by the workload, then they should consider hospital therapy. This can help nurses work through any trauma they may have experienced, or how to manage their time wisely. They could also consider reducing their hours if possible, so that they are not too exhausted from working too much. Lastly, the nurses must learn how to receive a patient complaint and sincerely apologize to the patient. They must take responsibility for when they were in the wrong, and what they will do to improve the patient care. They also must learn to never talk bad about a patient, especially when the patient can still hear them. If the nurses receive additional training and coaching, then they can greatly increase their quality of patient customer service.

If the patient and the staff in the video were mine, this would affect my training and coaching recommendations. If I were the supervisor of those nurses, then I would reprimand them for how they acted. I would inform the nurses that if they continue to act unprofessionally, then they will not keep a job at the hospital. When patients are treated poorly and “disrespectful behavior occurs, it must be addressed consistently and effectively regardless of whom it stems

from” (James). I would make them apologize to the patient for being disrespectful and rude, and consistently let them know when they are acting out of line. For the patient’s sake, I would assign a more experienced nurse to the patient’s case. This way, the patient will receive the best possible care. As the supervisor, this experience would make me want to change how I coach and train new nurses. They must understand that being a nurse means that you must respect patients at all times, and make sure they are well-taken care of. Never rush through patient notes, because you could forget important details that the nurse must know about. I would explain that all nurses must excel in interprofessional communication. This means they must share information verbally or written about a patient that will improve patient care. Speaking negatively about a nurse to a patient, or about a patient to a nurse shows poor communication skills. All nurses must also show compassion and understanding towards their patients. I would make sure they understand to never talk down to a patient, and to always remain respectful. If I were the supervisor of that staff, then I would implement all those changes during training in order to avoid similar situations in the future.

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## Summary

Excellent customer service is necessary when working in a medical practice. Patients will not return to a medical institution, such as a doctor's office, clinic, or hospital if they are treated disrespectfully by healthcare workers. In the first video called "Poor Communication", it showed how a healthcare worker should not treat a patient. The worker named Hannah was very rude and disrespectful towards the patient. The patient had suicidal thoughts, and Hannah acted like she didn't care and that it was not a big deal. If I were in this situation, I would write a patient complaint and I would find another medical practice to go to. In the second video called "Communication in Nursing", it showed how nurses were interrupting patients and making their situation seem like it was not a big deal. One nurse talked so quickly, that the patient thought that he had a disease that was cancerous. Diagnosing a patient should be taken seriously, so the patient does not leave confused and unsure of how to go forward. The third video was called "Nurse Patient Relationship/Communication". This video showed how poor communication between nurses could lead to poor patient care. One of the nurses did not know the patient was blind because the other nurse did not inform her. The nurse snapped at the patient for not looking at her, because she did not know the patient was blind. When nurses do not take their jobs seriously and improperly treat patients, they could lose their jobs and reflect poorly on the company. Excellent customer service is necessary to successfully run a medical practice.