Hospital Sociology

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Introduction

Hospital is a Latin word which means a place where guests are received.

It is defined as follows: "a hospital is an institution for health care,

providing treatment specialized staff and equipment, and often but not

always providing for longer-term patient stays."

A hospital should be regarded as a service-providing industry; it is different from other types of industry. It provides OPD, diagnostic, curative, and in-patient services to people suffering from a variety of ailments and who are in pain. All these services need a human touch and cannot be provided mechanically like in other industrial units. These services deal with the issue of life and death.

The objectives for a hospital are as follows:

• To provide preventive, curative, palliative, and rehabilitative care to the community.

• To provide custody to indoor patients for a short or long term.

• To give training to the new staff and professionals.

• To provide a platform for research and innovation in medical and health care fields.

ROLE OF NURSE IN HOSPITAL AND HEALTH CARE INDUSTRY

Nurses can play an important role in the hospital and health care industry. They are directly responsible for providing patient care monitoring the patient's status, administering medications, and providing emotional support to patients and their families. Nurses are also responsible for communicating with doctors and other health care professionals to ensure that patients receive the best possible care.

There are various roles of nurses in the hospital and health care industry, like the following:

- Caregiver

- Educator

- Developing and Implementing Patient Care Plans

- Team Work (Collaboration)

- Monitoring and Recording Patient Progress

- Responding to Patients' Needs and Concerns

- Assisting in the Diagnosis and Treatment of Medical Conditions

- Administering Treatments and Medications

- Participate in research studies and clinical trials

DOCTOR–NURSE RELATIONSHIP

The relationship between doctors and nurses has a significant impact on all aspects of the health care including preventive, promotive, curative, and rehabilitative care. Usually it is assumed that the doctors are the authority in the hospital industry, while nurses are seen as followers in this hospital sociology. But in reality, these dynamics are not true. In many developed countries, it is seen that the nurses are taking more responsibility and autonomy in patient care.

Effective doctor–nurse relationships are built on mutual respect, trust, and communication. During the nursing education, it is clearly taught to the nursing students that doctors and nurses are working together as a team, and they are a part of the healthcare team. If they work together as a team, they can provide better care to patients.

Sources of Conflicts in the Doctor–Nurse Relationship

1. Communication and Expertise Gap

Background: Physicians and nurses possess **different types of training and expertise**.

Conflict Mechanism: Conflict arises from a **lack of communication** or a feeling that **expertise is being disrespected**.

Challenges: The use of unfamiliar **medical jargon**, and **nurses' hesitation** to raise **patient care concerns**.

Added Complexity: The involvement of **management** as a third party exacerbates communication challenges due to **bureaucracy** and decision-making processes.

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2.Power Dynamics and Resource Allocation

Power Game: Physicians are viewed as **authority figures**, which can lead to nurses feeling **undervalued** and cause a breakdown in communication.

Priority Conflict: Management's priorities (e.g., cost-cutting measures) often conflict with practitioner goals, leading to disputes over **resource allocation**.

Example (Staffing): Management prioritizing **cost-cutting** can result in **understaffing**, creating conflict with nurses concerned about patient care quality.

3. Patient Care Issues

Nurse Role: Nurses are **highly skilled professionals** primarily involved in **direct patient care** (monitoring, medication administration, emotional support).

Conflict Mechanism: Conflicts arise during the necessary **communication** between nurses, physicians, and other professionals required to ensure the **best possible patient care**.

METHODS TO IMPROVE THE DOCTOR–NURSE RELATIONSHIPS

Hospitals can implement five key areas of strategy to foster a culture of teamwork and improve patient outcomes:

1. Eliminate Communication Barriers

Goal: Build strong relationships through effective communication.

Actions:

Establish simple lines of communication. ·

Provide effective communication training. ·

Use simple language, avoiding complex medical terminology. ·

2.Address Power Dynamics

Goal: Create an environment that values everyone's contributions.•

Actions:•

Cultivate a **positive environment** that values both parties' contributions.   •

Encourage **collaborative work** and **recognize the expertise and skills of nurses**.   •

Provide opportunities for nurses to take on **leadership roles** and participate in   •
decision-making.

3. **Prioritize Patient Care**

Goal: Reduce conflicts stemming from financial goals.•

Actions:•

Ensure **adequate staffing levels**. •

Provide **resources** for nurses to manage their workload. •

Prioritize **patient safety** over cost-cutting measures. •

4. Create a Positive Working Environment

Goal: Foster a culture of collaboration and reduce conflicts.

Actions:

Recognize and reward the contributions of doctors and nurses. •

Encourage a **culture of teamwork**. •

Address conflicts **respectfully** and **in a timely manner**. •

5. Provide Conflict Resolution Training

Goal: Enable staff to resolve disputes constructively and respectfully.•

Actions:•

Provide **training on conflict resolution techniques**. •

Encourage parties to **attend training together**. •

Promote seeking help from a **mediator** or other neutral party when necessary. •

NURSE–PATIENT RELATIONSHIP

The nurse–patient relationship is the **most important relationship** in healthcare, and it significantly impacts **patients' disease outcomes**.

Foundations and Principles

This relationship is built upon four core principles:

1.Trust: The nurse must be honest and reliable.

2.Respect: The patient's **dignity** and **autonomy** must be respected.

3.Effective Communication: Involves active listening and empathy.

4.Patient-Centered Care: An approach that focuses on the individual **needs, preferences, and values** of the patient.

Critical Role of the Nurse

Nurses play a crucial role in patient-centered care by:

Providing **direct patient care**.

Monitoring patients and administering medications.

Offering **emotional support**.

Communicating to ensure patient and family involvement in **decision-making** and understanding the care plan.

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