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Teamwork and Communication

Author Note

This paper is being submitted on August 8, 2017 for Ms. Corissa Legg, Medical Assisting Capstone course module 2.

Teamwork and Communication in Healthcare

**Communication**

**Communication and Productivity**

Communication is a critical component towards ensuring productivity in healthcare facilities. Good communication enhances productivity in patients’ services in several ways; first, good communication minimizes the chances of making medical errors in the process of dealing with the patients (NCBI, 2015). The errors thereof are often causes of patients’ death. In fact, medical carelessness ranks higher than accidents, diabetes and breast cancer, in regard to the number of deaths. Good communication translates to effective treatment and proper patient care. Moreover, poor communication is the major cause of wrong-site surgeries, operative and post-operative mishaps and fatal falls. Clearly, a lot of errors are avoided with good communication hence increasing productivity.

**Communication and Morale**

The morale of health workers is a significant determiner in how they execute their duties. In this respect, good communication increases trust and mutual respect among the health workers. Moreover, the subordinate workers acquire a sense of autonomy when good communication exists with the seniors (NCBI, 2015). With the values in the healthcare settings, the workers have good relations with each other and believe in themselves and so, it boosts their morale. On the other hand, bad communication leads to the workers lacking confidence, a sense of territoriality and mistrusting each other. Subsequently, the workers will lack the motivation and morale, and end up providing poor services.

**Overcoming Communication Barriers**

Communication barriers are common in healthcare settings. One of the main communication barriers is as a result of hierarchy in the healthcare facilities. In this regard, the health workers who are ranked low in the ladder do not have the confidence to approach the senior physicians to discuss issues concerning the work (Galati, Adams, Graham, Reynolds, & Zametin, 2017). Often, communication is distorted whenever hierarchical differences exist. To overcome this barrier, the senior workers should avoid appearing intimidating and condescending to the junior workers, more so, they should learn to give the latter a chance to give their perspective on medical issues. Accordingly, the junior workers will have confidence in their performance and therefore improve their service delivery. This method of eliminating the barrier is quite effective since it proves to reduce the tension between the senior and the junior health workers.

**Teamwork**

**Teamwork Communication Strategies**

By definition, Teamwork Communication Strategies are the skills that a group of people working together must exhibit in order to achieve a common goal. The strategies demand that the members of the team have a level of commitment in whatever they need to achieve.

**Assisting Coworkers**

There are a number of activities that the coworkers in healthcare can do for each other; fatigue due to long working hours is a primary cause of medical errors. In this respect, coworkers in a health care settings can help cover for those who are tired. Also, coworkers can come to each other rescue when a patient experiences problems with a patient. Notably, some patients are not comfortable being served by a health worker they do not trust, especially due to racial differences and can end up embarrassing the latter (NCBI, 2015). The coworkers can also help each other in making a diagnosis when one seems to have a problem. This can help reduce the likelihood of a wrong diagnosis which can have a fatal outcome. Since health workers also deal with issues such as addictions, they need help to make ensure that such matters do not compromise their work or career. Consequently, such workers will not sabotage their duties to satisfy their personal wants. Lastly, the coworkers can help each other in activities that are not necessarily related to their work, for example picking meals for those who are held up by work. This helps in reducing time wastage for the workers and the patients as well.

**Diversity and Teamwork**

**Importance of Awareness of Diversity and Respect for Diversity**

The contemporary society is quite diverse, meaning that it consists of people from different ethnic backgrounds. For instance, the United States is one of the most racially and culturally diverse society (Lee & Coulehan, 2006). In this light, the healthcare facilities show a high level of diversity, thus, the medical assistants should learn to live in such a society. More so, the health workers will achieve more success by working together towards a common goal. Also, respecting one another in the work premises is important in keeping the morale of all the workers high; the workers tend to be more productive when a level of respect exists among them. Besides, every individual has something unique about themselves, and therefore it is more beneficial when they learn from each other instead of disregarding each other on grounds of ethnic differences.

**Incorporating Diverse Practice Methods**

Due to diversity that exists in the healthcare facilities, it is rational to learn how to incorporate the diverse practice methods in relation to ensuring that every individual’s rights are not compromised. Notably, it is of importance to understand that people from different backgrounds have a different way of communicating. In this regard, one should be patient with those who do not speak a similar language and should always make ensure that they accurately convey important messages to them (Lee & Coulehan, 2006). The health facilities can always create forums that allow different workers from diverse backgrounds to associate and get to learn about each other. Accordingly, they are able to tolerate each other, regardless of the differences that they have. It is also helpful if one learns the basics of a different language spoken by a colleague. Additionally, acquiring education about cultural norms, preferences and communication differences is essential in avoiding conflicts that lead to poor working relationships.

**Tailoring Communication**

Medical assistants have to learn how to communicate with different professionals of various titles, this is because depending on their level in their career, the title they hold or the work they do in a healthcare facility demand different approaches. For instance, when talking to physicians, they should show a level of respect, but not fear since the latter will affect the performance of their work negatively. A different approach is used when talking to the peers and the receptionists. The bottomline is that each individual should be respected since they make significant contribution vis-à-vis providing quality services to the patients.

References

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