

A COMPARATIVE STUDY ON EFFECTIVE COMMUNICATION BETWEEN EAST AND WEST BLOCK

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Research Objectives:

1. To observe, analyze and compare the effectiveness of communication among the Nurses and Doctors, Nurses and patients, Nurses and Nurses, Doctors and patients, Doctors and Doctors, Doctors and Nurses at Max Super Specialty Hospital, Saket .
2. To find out the problems faced by the staff due to miscommunication.
3. To give recommendations to resolve the problems of miscommunication and to overcome communication barriers.

Research Methodology:

Type of study : Analytical cross-sectional

Study population : Doctors, Nurses at Max Super Speciality Hospital, Saket, New Delhi

Duration of Study – 2 months (April to May, 2016)

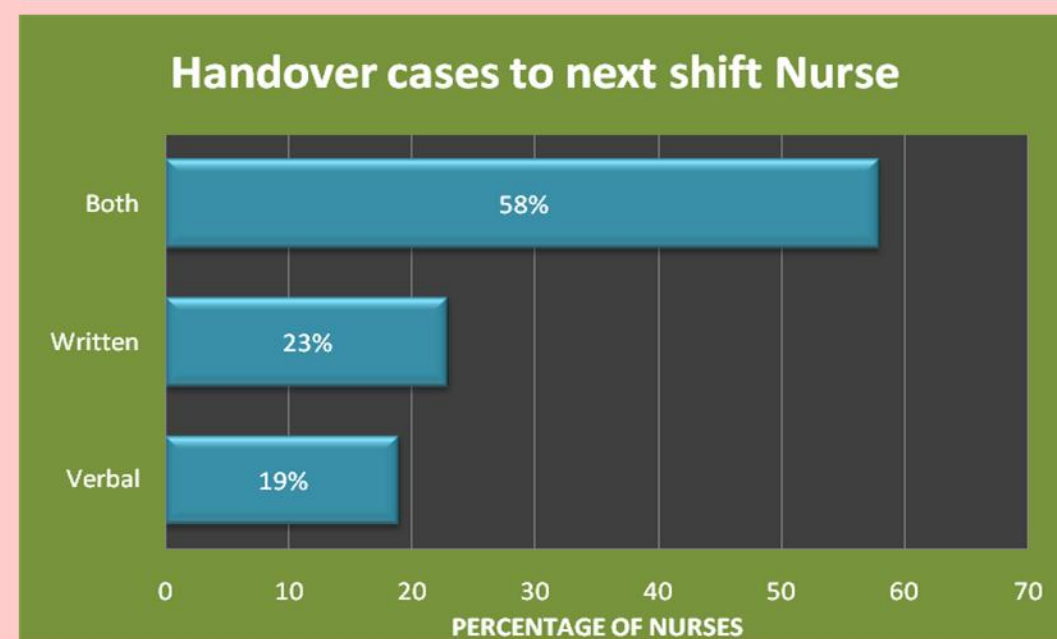
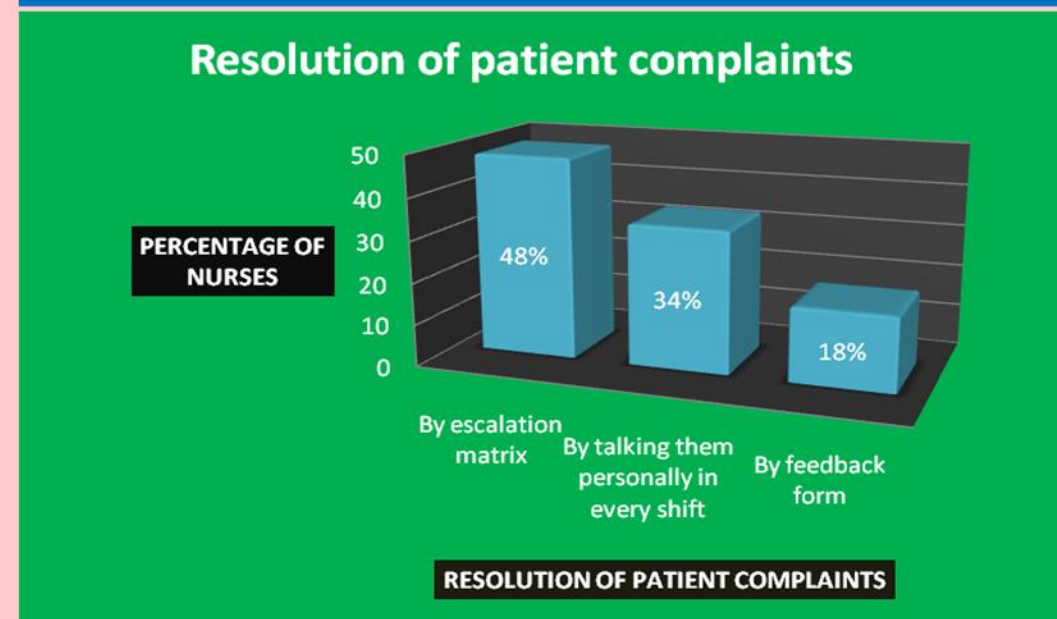
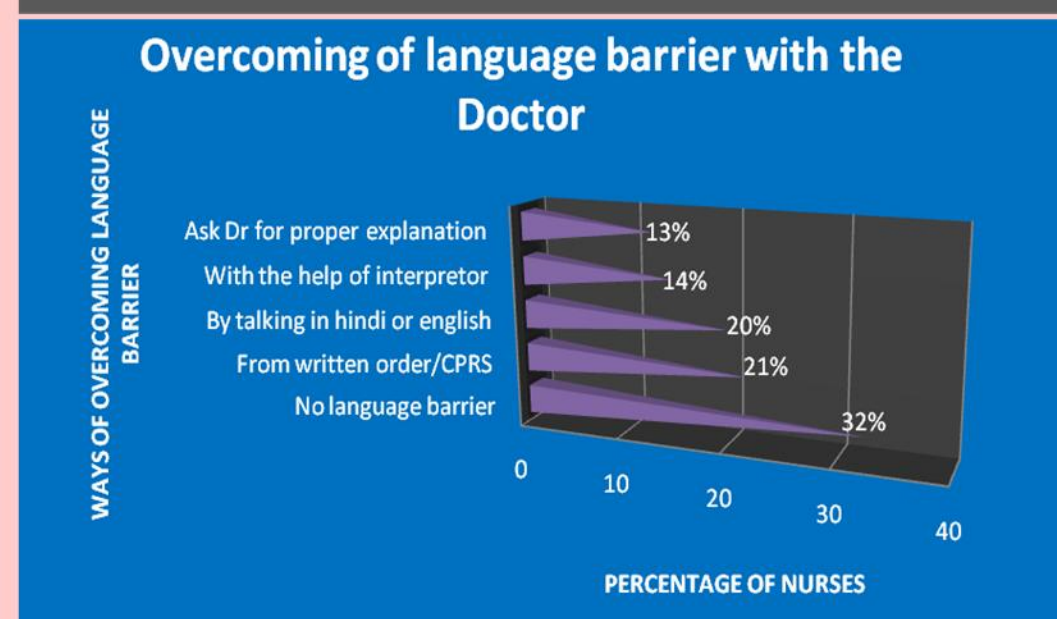
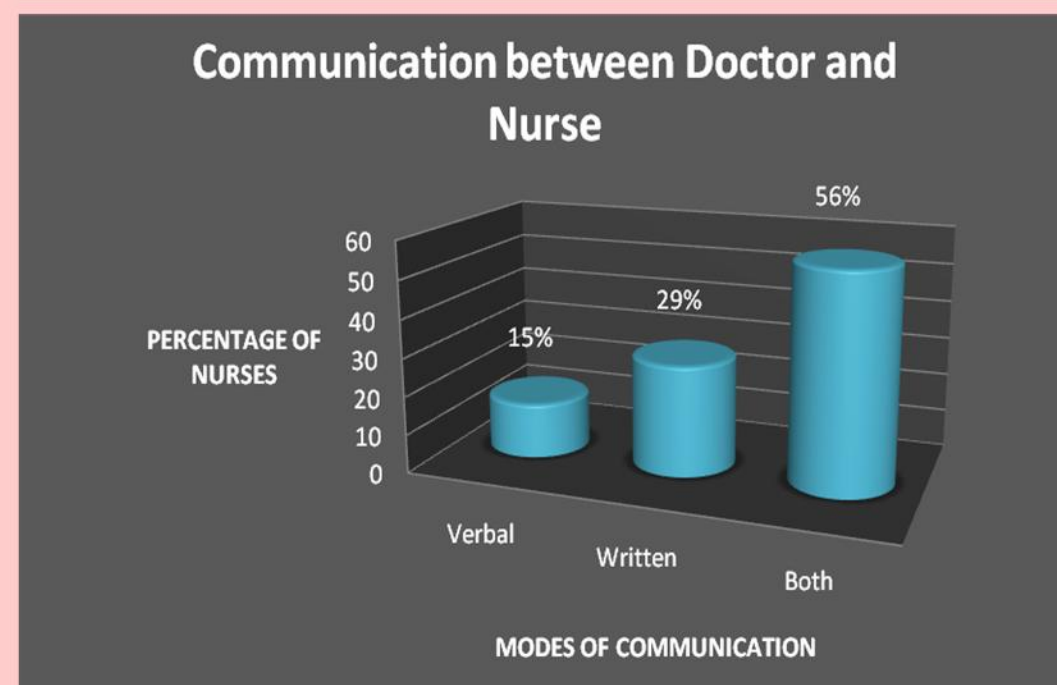
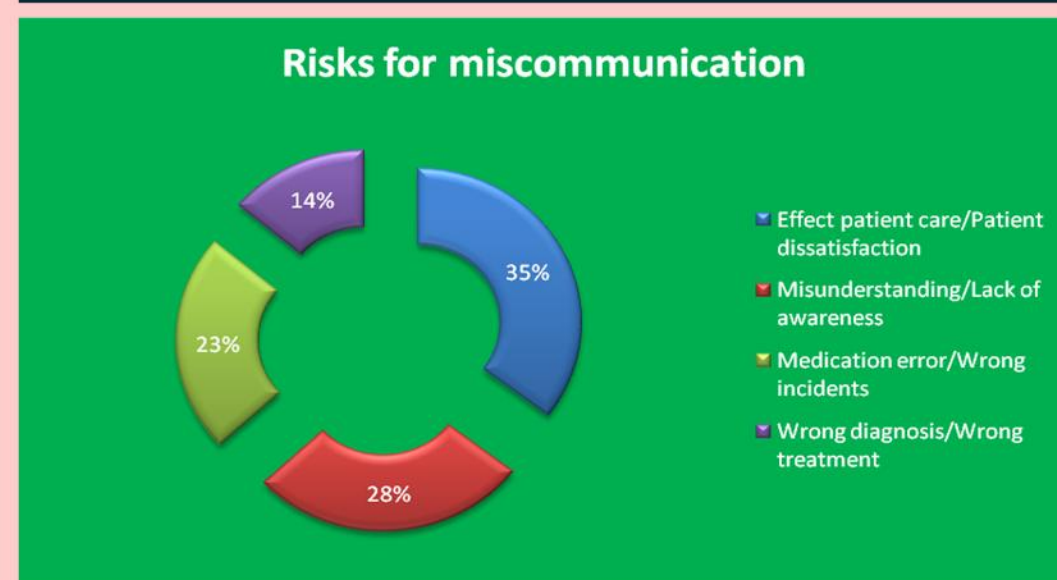
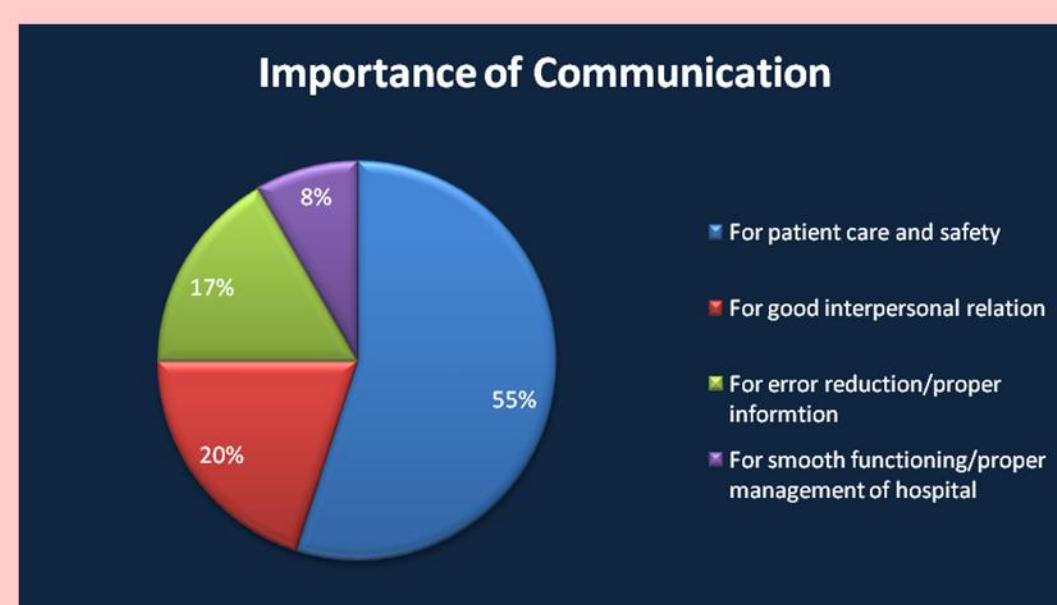
Tool – Unstructured Questionnaire

Sample size – 154

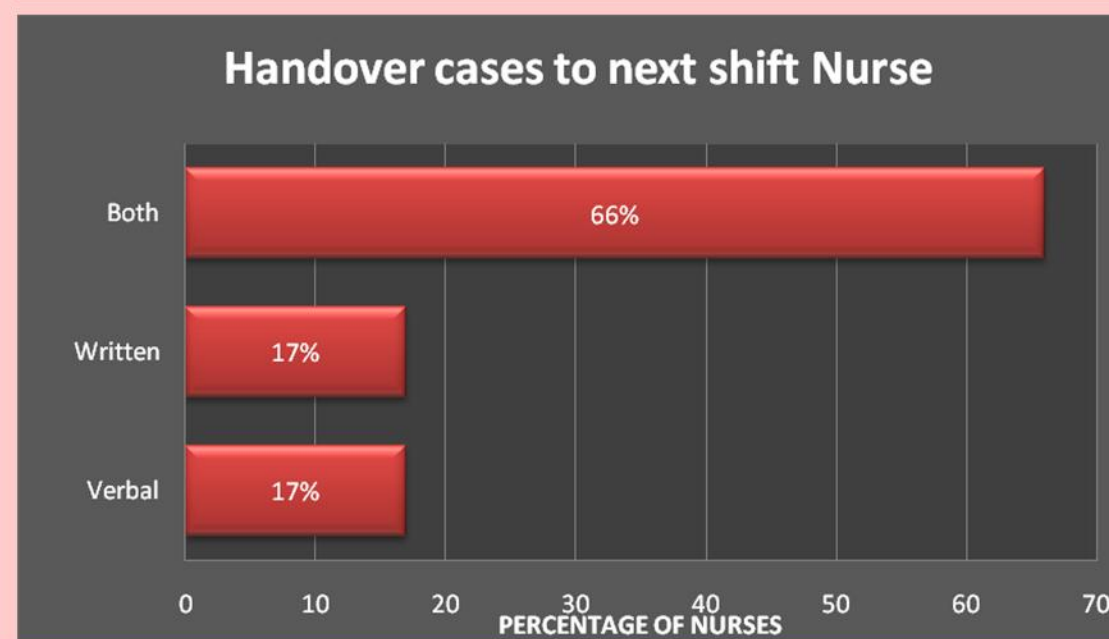
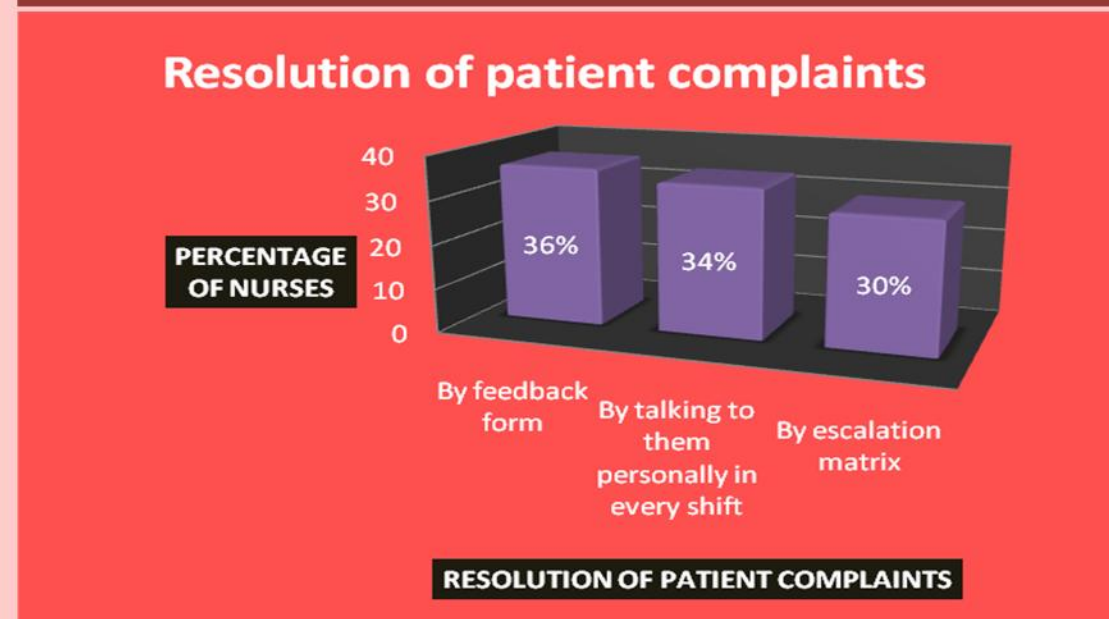
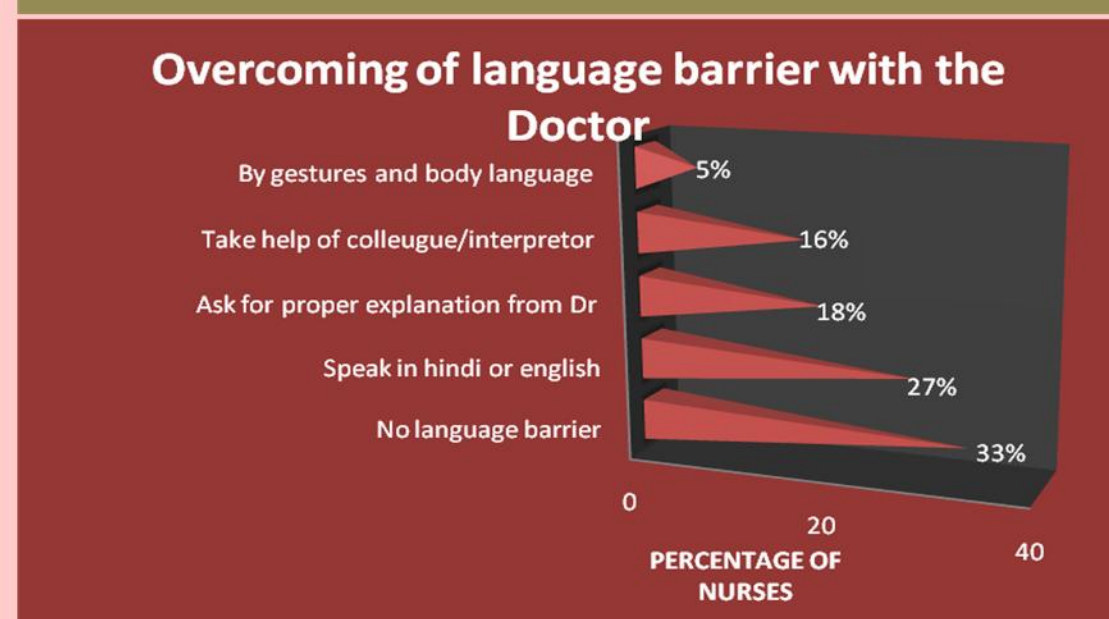
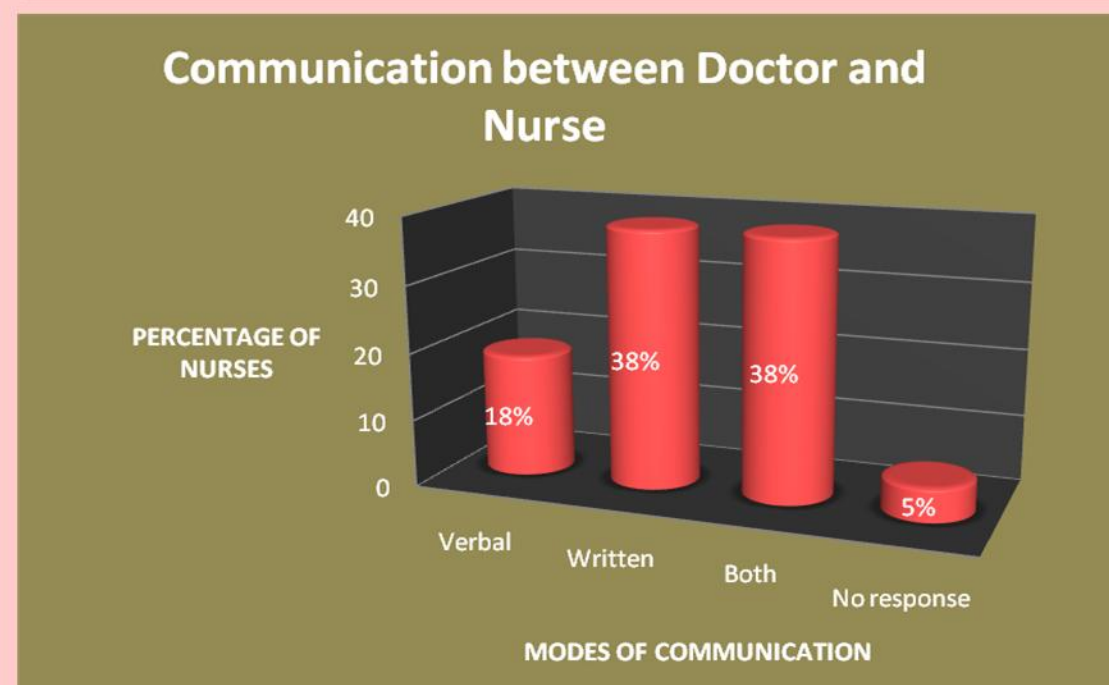
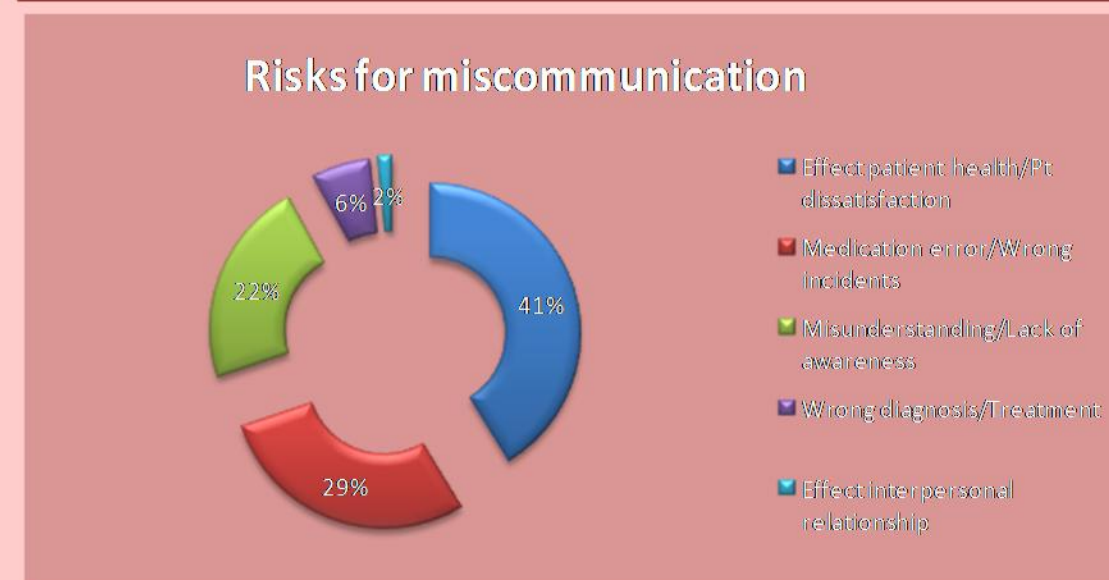
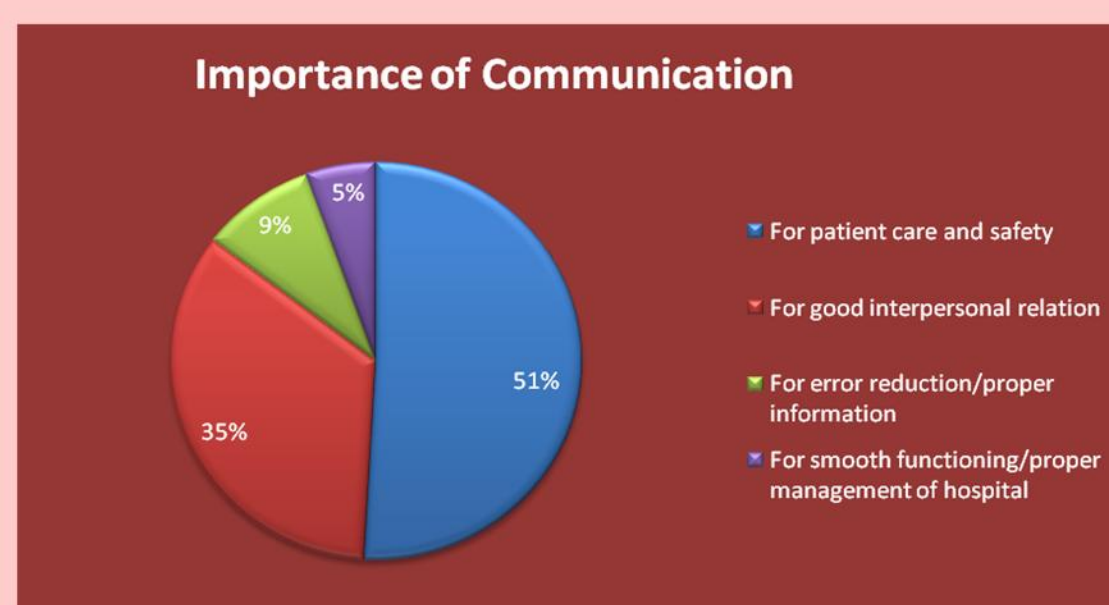
Data collection –Primary

Data Analysis:

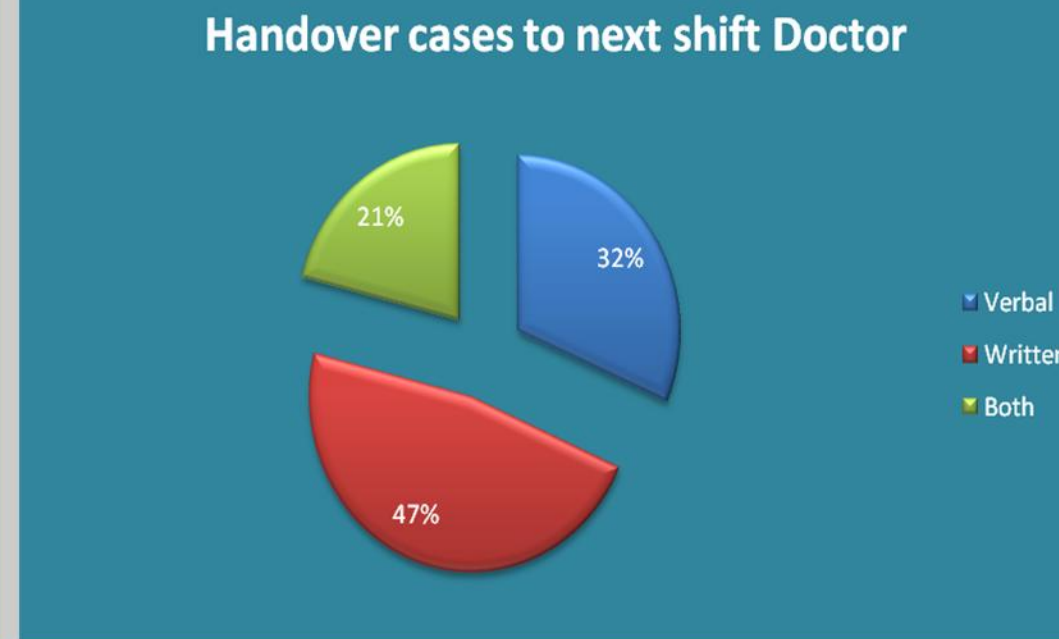
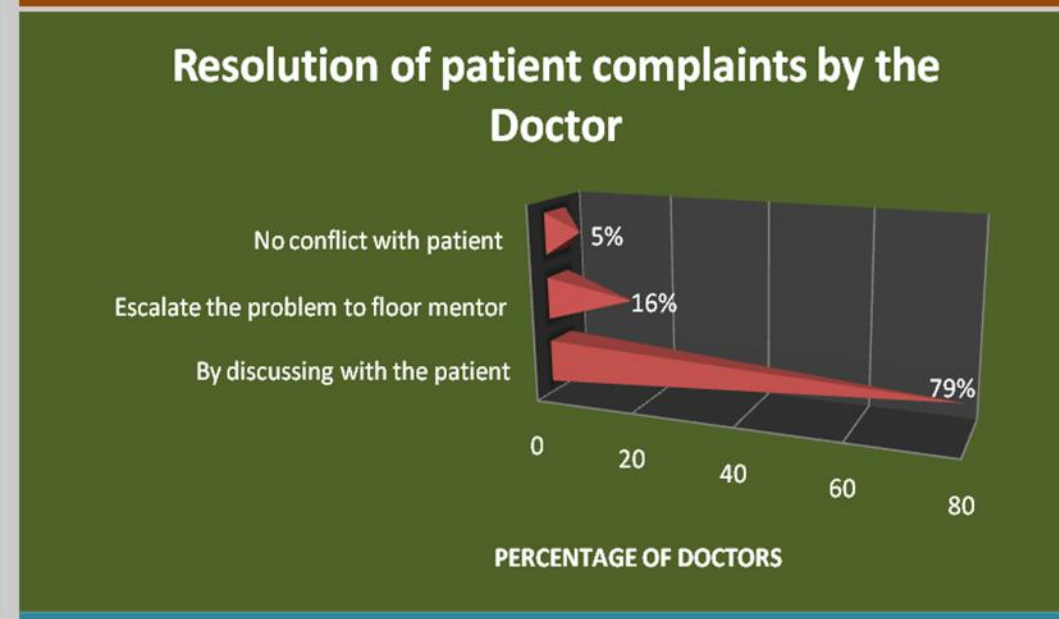
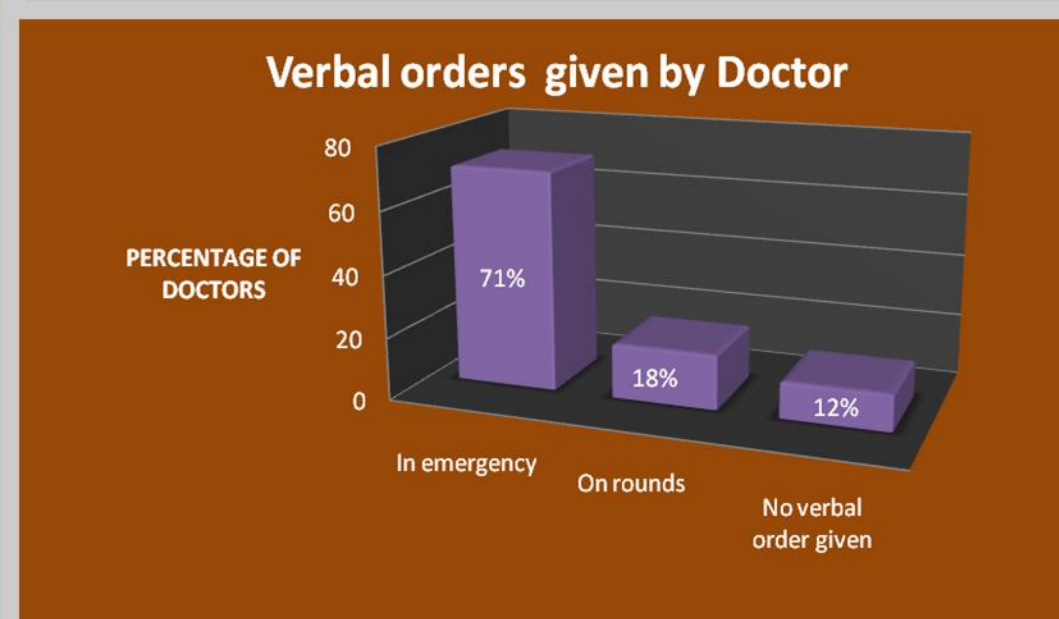
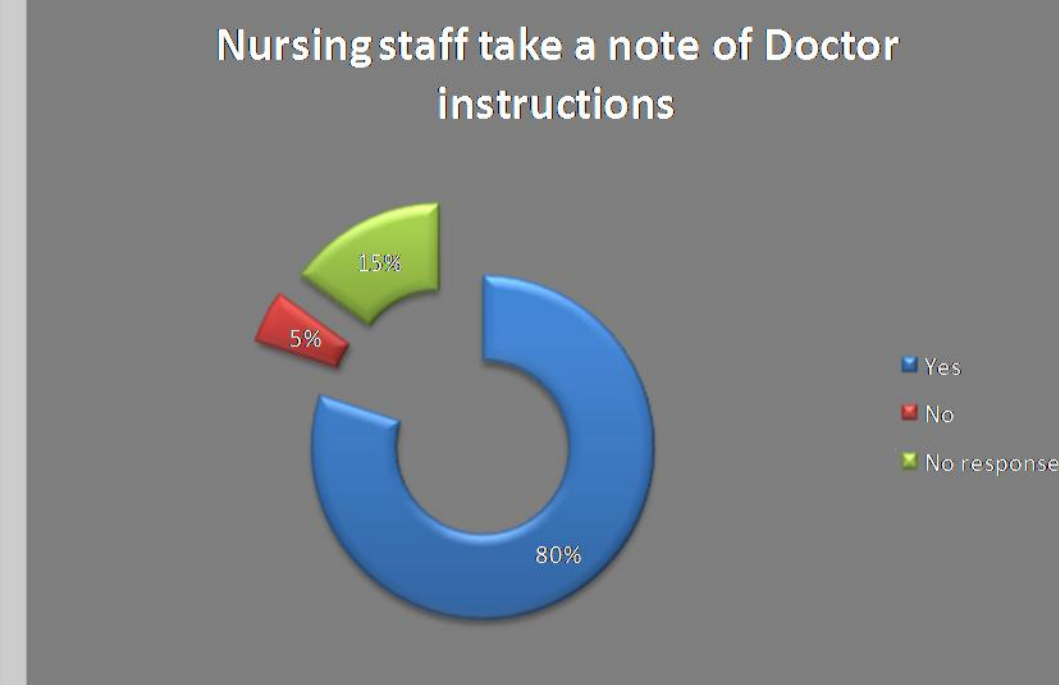
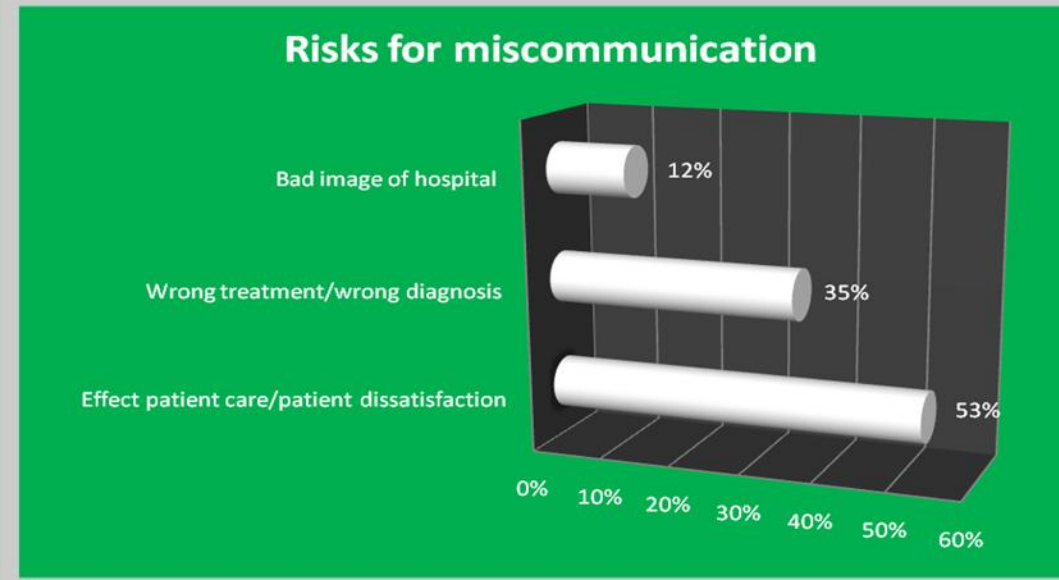
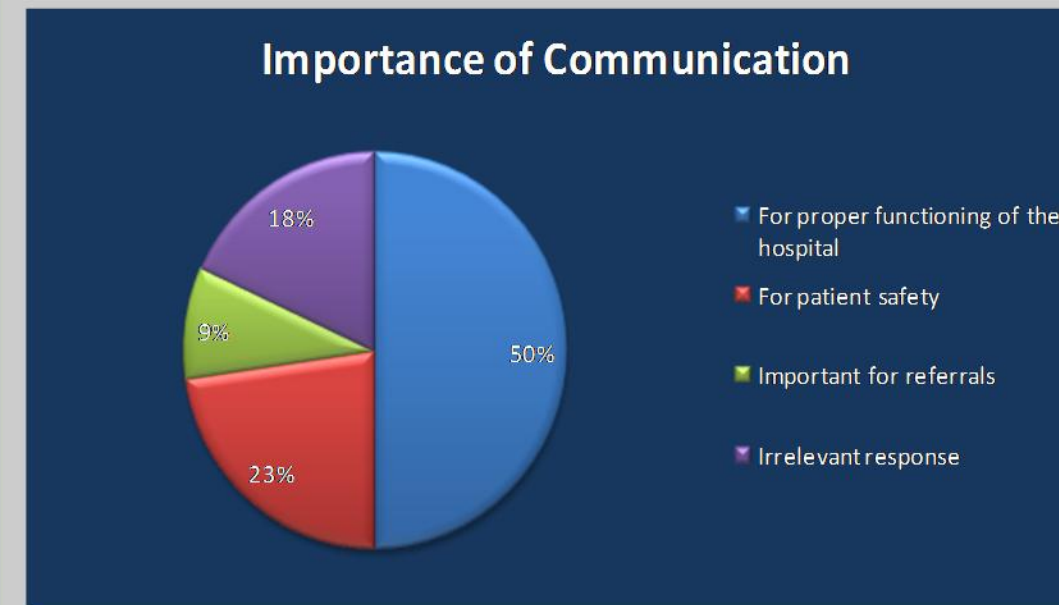
COMMUNICATION ANALYSIS AMONG NURSES: EAST BLOCK



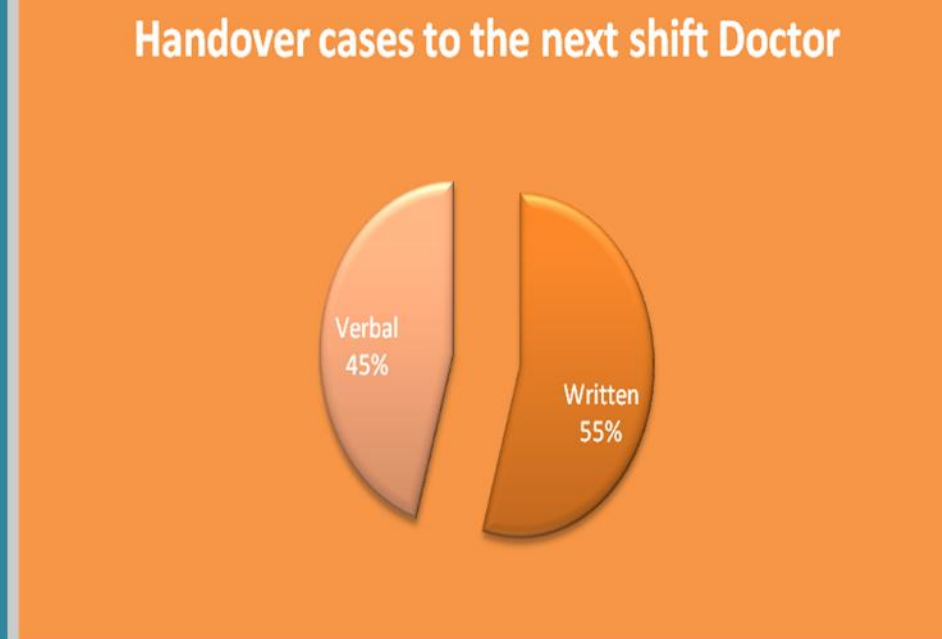
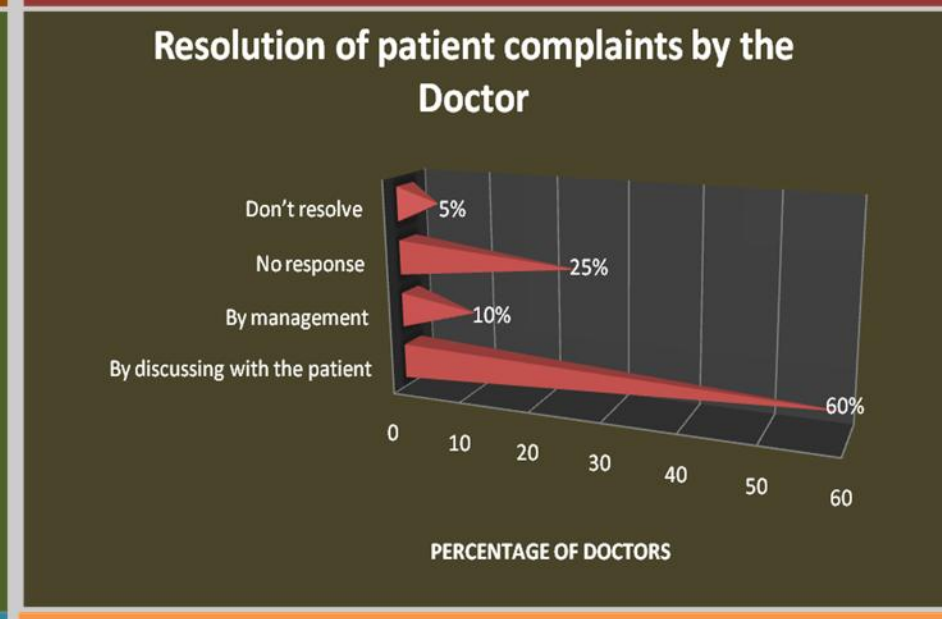
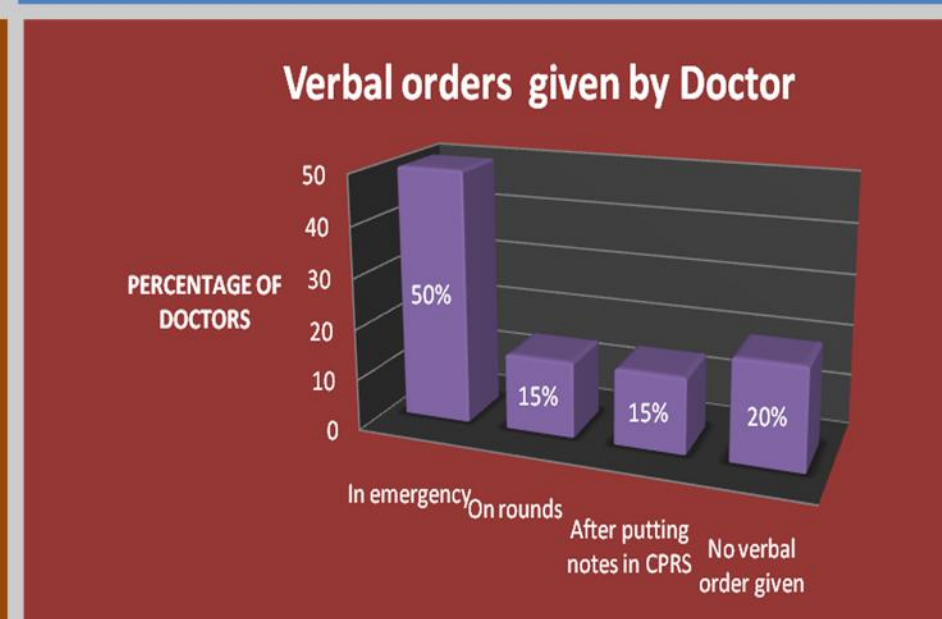
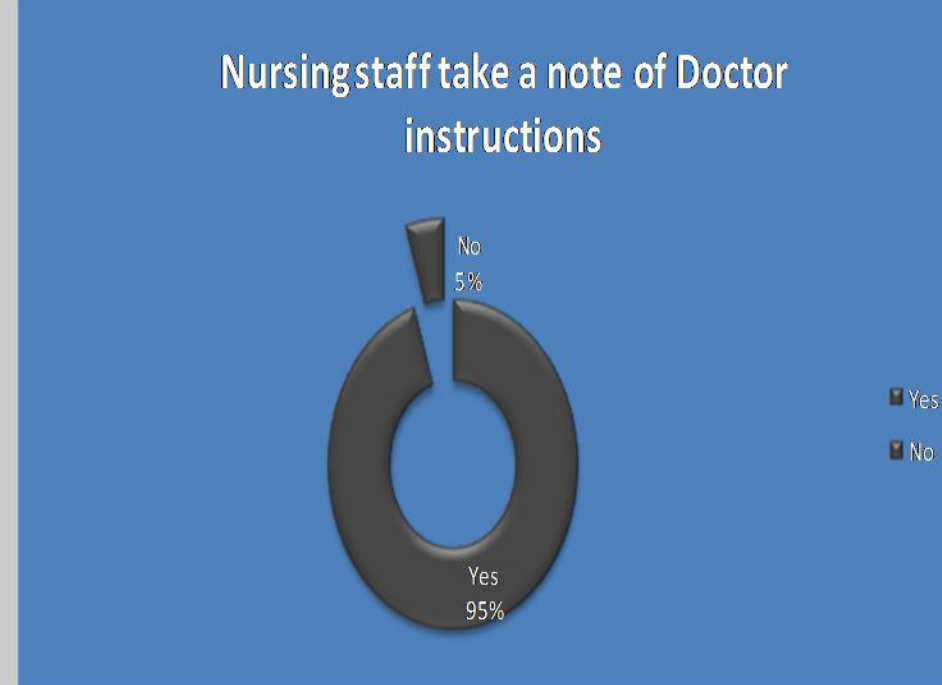
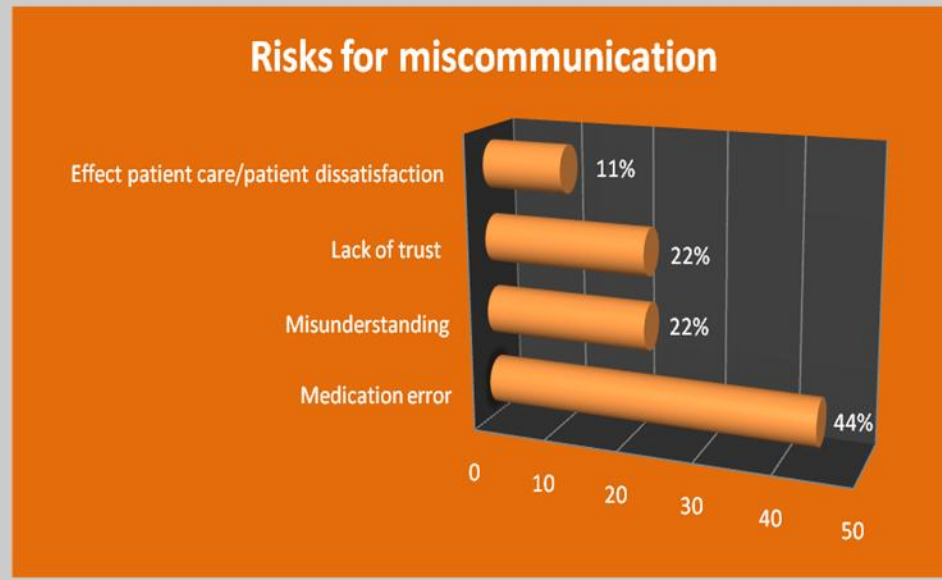
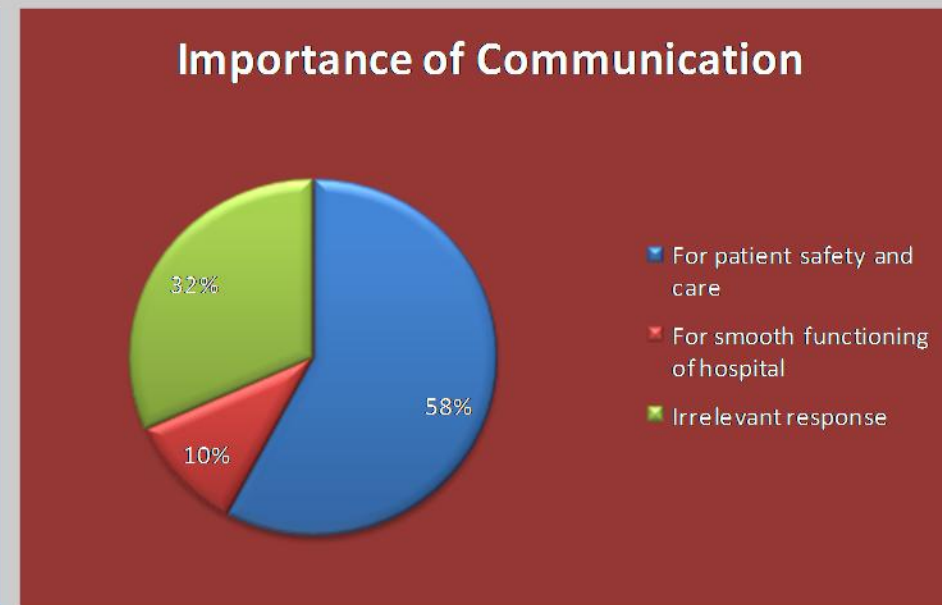
WEST BLOCK



COMMUNICATION ANALYSIS AMONG DOCTORS: EAST BLOCK



WEST BLOCK



Recommendations:

1. Educate staff about the importance of communication and about the risks for miscommunication.
2. There should not be any verbal communication between Doctor and Nurse except in case of emergency.
3. The number of nursing staff should increase in order to reduce the workload for effective communication.
4. The Nurses from the other states should be given communication classes on Hindi or English language in order to overcome language barrier.
5. The Nurses and Doctors should give written handover only to the next shift staff as verbal handover may leads to the medication error.
6. The Nurses should resolve the miscommunication with the Doctor as well as with the patient to avoid further confusion.
7. The issues of both the Doctors as well as the Nurses should be discussed with the Head of Department on the daily basis. There should be an open door policy for the same.