

Barriers to Communication in XYZ Healthcare Center

Student's Name

Institution Affiliation

Barriers to Communication in XYZ Healthcare Center

Introduction

The health department plays a critical role in the health of a patient. Ill individuals visit hospitals to seek services for improving their well-being and rely on practitioners' expertise to recover. Although the health department is a critical factor for patients, some organizations like XYZ Healthcare Center suffer from miscommunication, which can then negatively impact patients' health. The Healthcare Center is an institution with numerous communications issues, some of these resulting from differences in values between its diverse and multigenerational workforce and differences between management and subordinates. The issue has affected the Healthcare Center's performance significantly by lowering the quality of services its patients receive. Bearing in mind the example of the Healthcare Center, we can extrapolate that hospitals must scrutinize their communication channels to ensure workers and managers effectively convey information to one another in order to improve the quality of services that patients receive, despite the existence of the numerous challenges that can hinder that communication.

The Industry

Company XYZ is a multigenerational healthcare institution with a high market share of the rural area in which it operates, based on the number of patients that visit the institution daily. In most rural healthcare institutions, patient characteristics, private and public structures, and the overall regulations governing the healthcare industry influence the services delivered (Morgan et al., 2016). Company XYZ offers medical services to the general public after first assessing patients' health. It has several departments including maternity, laboratory, emergency, and medical. That said, Company XYZ faces communication challenges that interfere with its future growth. Foremost among these is problems related to communication, which is a critical factor in

providing patients with high-quality healthcare services that satisfy their health needs. The hospital, therefore, needs to evaluate the barriers that are preventing communication flow and the facility's expansion.

Employee's Views on the Causes of Communication Barriers

The company's employees say they have tried to raise concerns about the issue but have been unsuccessful in seeing action on it. Specialists and nursing practitioners generally attempt to pay close attention to communication and to nursing interactions since it plays a crucial role in the provision of quality services for patients (Norouzinia et al., 2016). Effective communication improves patient-nurse relations and has significant effects on the sick, including their perception of the quality of their healthcare and how they perceive the outcomes. The communication skills that healthcare professionals possess are also a significant determiner of the quality of services they deliver and of a patient's recovery period. The manner in which medical practitioners communicate among themselves and to customers increases client satisfaction as well as compliance and cooperation (Norouzinia et al., 2016). Patients' psychological well-being is improved and this has a tremendous impact on their treatment journey. Despite the numerous benefits associated with proper communication strategies in healthcare departments, practitioners at XYZ company fail to practice effective communication. Employees say that differences emerge when communication from senior-level leadership flows down to subordinates. Mostly, the senior leaders fail to listen to the subordinates' needs, which affects their compliance. Once the leaders instruct the junior nurses, the subordinates fail to execute their duties since they feel discriminated against. Consequently, patients receive poor services and in some cases, nurses even strike in order to air their views. This action too can impact patients' recovery periods. The

facility should, therefore, strategize ways to engage the junior officers more in decision-making to limit miscommunication and improve its services in the long run.

Cultural diversity and mixed generations also contribute to miscommunication at XYZ Healthcare Center. Diversification in most workplaces leads to a rich variety of cultures, communication styles, and languages. This can lead to challenges in cross-cultural communication (Li et al., 2017). Effective communication between health practitioners promotes accurate diagnosis, patient safety, and compliance in hospitals with multicultural and multi-generational workforces and diverse patients. A multigenerational workforce poses critical challenges for business leaders since each generation has its own expectations (Iden, 2016). XYZ Healthcare Center largely consists of three generations. The generations include the Baby Boomers, Generation X, and the Millennials, who recently left nursing schools to join the workforce. The generations have different views on the aspects that the firm should prioritize. Each generation has its distinct management challenges. The combining factors of cultural diversity and multiple generations in the firm have contributed to communication differences that can affect patients' health.

Organization Theory (Situational Leadership)

The organization's managers need to adopt a leadership technique that can improve communication between stakeholders for effective patient services. Situational leadership theory involves a manager's ability to deploy different leadership styles based on the workforce maturity level (Meier, 2016). The theory is ideal for fostering communication in an environment with multiple generations. A leader can use the situational dimensions and attend to the workforce according to their developmental characteristics. For instance, the XYZ healthcare center has three distinct generations that limit communications effectiveness due to their

differences in work value. Situational theory can assist departmental managers in the firm to effectively pass information if they handle the workforce separately according to their dominant values. Therefore, the theory perfectly relates to the situation in the health center and if properly integrated can assist in creating a more effective working environment.

Ethical Implications

Resolving the communication barriers in the firm has several ethical implications for healthcare stakeholders. Managers and nursing practitioners have ethical requirements to provide quality services to their patients through the four primary ethical principles (DeCamp et al., 2018). Firstly, leaders and subordinates must act in the patient's best interests. Secondly, they must practice beneficence - where they should do no harm to ailing individuals (DeCamp et al., 2018). Thirdly, the stakeholders must respect each other and provide services equally to all ailing people. Fourthly, resolving the communication barriers within the institution will ensure total compliance with these requirements which will, in turn, improve the quality of services the patients receive.

The efficiency of the communication channels that an organization uses is a critical aspect of providing high-quality nursing care. Consequently, failure to comply with these standards degrades the value of health services and negatively affects the image of the practitioners and the organization as a whole. Miscommunication is likely to increase medication errors. It might also negatively affect the relationship that nurses establish with their patients, particularly if their services lack a positive impact on their patients' health. The negative result of medical malpractice, in other words, not living up to ethical principles, is closure. The firm should, therefore, accept changes in order to transform its communication channels and positively impact the surrounding community.

The firm will face numerous challenges in its efforts to transform the current communication problems. Poor nurse-patient communication can emerge from inadequate communication skills from practitioners and significantly affects the client's satisfaction (Norouzinia et al., 2016; Molina-Mula & Gallo-Estrada, 2020). Some institutions have engaged in employee training to reduce miscommunication between nurses and patients, but despite receiving training the problem persists. Nurses fail to utilize the skills taught and challenges continue to escalate. XYZ is likely to face a similar challenge if the current workforce does not accept changes and follow the course of training the firm offers. It's worth noting that it may lack sufficient resources to conduct the training, due to its current financial state. Some workers may also resist change if they feel comfortable with their current performance. These challenges will see the problem continue to grow.

Problem Statement

The healthcare industry is a critical part of every individual's life since people depend on its facilities to regain their health and lead fulfilling lives free from illness. The sector, therefore needs to practice extra precautions in ensuring patients receive quality services. Communication forms an integral element in maintaining valuable services for patients and healthy relationships among the professionals working at the health center (Norouzinia et al., 2016). Consequently, patients experience decreased guilt, anxiety, disease symptoms, and pain. Despite the necessity to improve and maintain effective communication among stakeholders in the health sector, most institutions such as XYZ Healthcare Center have not understood the significance of proper communication channels. Therefore, the issue requires further investigation to determine the communication barriers within the industry and recommend the necessary intervention

techniques, such as more effective employee training, to eliminate the negative effects associated with miscommunication.

Conclusion

Managers in the health sector must improve communication channels to improve the service quality for patients. XYZ has a dynamic workforce that has contributed to miscommunication in the health center. The firm must evaluate its communication channels to eliminate the existing barriers. This will have a positive impact on the institution. The organization is likely to face resistance to change, and challenges resulting from insufficient resources. Despite the numerous challenges XYZ faces, it should make gradual changes to improve its service quality for the benefit of the patients.

References

- DeCamp, M., Pomerantz, D., Cotts, K., Dzeng, E., Farber, N., Lehmann, L., ... & Tilburt, J. (2018). Ethical issues in the design and implementation of population health programs. *Journal of general internal medicine*, 33(3), 370-375.
<https://dx.doi.org/10.1007%2Fs11606-017-4234-4>
- Iden, R. L. (2016). Strategies for managing a multigenerational workforce (Doctoral dissertation). *Walden University* <https://scholarworks.waldenu.edu/dissertations/2087/>
- Li, C., Son, N., BA Abdulkerim, M. A., Jordan, C. A., & Christine Ga Eun Son, B. A. (2017). Overcoming communication barriers to healthcare for culturally and linguistically diverse patients. *North American Journal of Medicine and Science*, 10(3).
<https://dx.doi.org/10.7156/najms.2017.1003103>
- Meier, D. (2016). Situational Leadership Theory as a Foundation for a Blended Learning Framework. *Journal of Education and Practice*, 7(10), 25-30.
<https://eric.ed.gov/?id=EJ1099593>
- Molina-Mula, J., & Gallo-Estrada, J. (2020). Impact of Nurse-Patient Relationship on Quality of Care and Patient Autonomy in Decision-Making. *International Journal of Environmental Research and Public Health*, 17(3), 835.
- Morgan R., Ensor, T., & Waters, H. (2016). Performance of private sector health care: implications for universal health coverage. *The Lancet*, 388 (10044), 606-612.
[https://doi.org/10.1016/S0140-6736\(16\)00343-3](https://doi.org/10.1016/S0140-6736(16)00343-3)
- Norouzinia, R., Aghabarari, M., Shiri, M., Karimi, M., & Samami, E. (2016). Communication barriers perceived by nurses and patients. *Global journal of health science*, 8(6), 65.
<https://dx.doi.org/10.5539%2Fgjhs.v8n6p65>