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Congress: اولین همایش سراسری دانشجویی حاکمیت بالینی و ارتقای مستمر کیفیت

Title: barriers to clinical effectiveness: the etiquette of hospital staff

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Abstract: Background & Goals: the following paper addresses the etiquette of hospital staff, which, it is argued, is a manifestation of the profession's non-challenging occupational culture and a barrier to clinical effectiveness. Etiquette describes courtesy rules that are applied, often unthinkingly, to facilitate smooth social interaction. Although good working relationships are essential to ‘teamwork’, there are circumstances under which patient care can suffer if politeness becomes an overriding aim.

Method: the data for this paper are taken by semi-structured interviews were conducted. 100 hospital staff, in three group (doctors, nurses, others) were observed and interviewed.

Findings: the findings presented here address the problem faced by the hospital staff of perceiving that a colleague’s care was out of date, or otherwise inappropriate, and of how they dealt with this. In such circumstances, the rule of etiquette was usually that the patient’s care would not be challenged, although whether the issue would be subsequently raised with the nurse concerned was attributed to a number of factors. The implications of etiquette in the workplace are addressed.

Conclusions the paper concludes by suggesting that a more formal set up for clinical peer review may be a useful platform to move discussion about patient care on to a more professional footing.

etiquette;
clinical effectiveness;
barrier

Presentation: Poster