HEALTHCARE MANAGEMENT

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This article involves in a scenario in which a nurse was assisting with a surgical procedure in Bella Hospital. Unfortunately, the nurse failed to remove a surgical sponge before the surgeon closed the incision. Every successful organization should ensure that they deliver the satisfactory services to their clients. Decision making is one of the important tasks that is undertaken by the management and the employees within an institution. Decision making is a common practice in every individual life. However, it is not an easy task. In additional, co ordinating the organizational activities is equally important in every institution. Therefore, this article will evaluate the aspects of liability, malpractice and negligence as it relates to the problem stated. In addition, this article will article explain how one could view the above problem as an opportunity to educate others. Consequently, the above problem is broadly addressed in the subsequent paragraph.

Therefore, the fact that the nurse failed to remove the surgical sponge before the surgeon closed the incision is an apparent symptom of a major problem in Bella Hospital. The key problem in this organization is lack of cooperation by between the doctors and the nurses in Bella Hospital. This problem can be as attributed to a number of factors. For instance, lack of proper communication is on of the factor that can be linked to failure of removing the surgical sponge before closing the surgical incision. Communication coordination is a hospital set up is very critical (Veatch, 2016) It starts from the time a patient visits the healthcare and ends the time when the patient is discharged in from the hospital. There are various levels of communication that exists in every institution, they can either be vertical communication or horizontal communication. Communication exists between various people, groups and institutions and is significantly affected by factors such as perception, behavioral processes, motivation and leadership experience. Healthcare personnel devote most of their time in collecting and gathering information. Adverse consequences can arise in a number of instances when communications are inadequate, lack existence, become misunderstood or in case of communication breakdown. In this case, there was a communication breakdown between the nurse and the doctor that resulted into the harsh consequences on the patient’s body.

In addition, the problem could have been triggered by poorly stated job roles. Effective communication assists the employees to know the scope of their job. For instance, it could be probable that the nurse was confused and failed to remove the surgical sponge since she felt that it was not her role to do so. Perhaps the nurse thought that was the role of the doctor. Similarly, the doctor may have presumed that removing the surgical sponge was the role of the nurse. This kind of confusion can be minimized in the healthcare by ensuring that there is effective communication.

Another possible cause of this problem is lack of coordination among the health workers. Coordination involves synchronization of all efforts of the employees towards a common goal. In this case, if there was a good coordination between the doctor and the nurse, this problem would not have resulted. Cooperation among the employees is very essential since it helps in the subsequent managerial functions. In this case, coordination can be addressed in two dimensions; the vertical coordination and the horizontal coordination (Downie, 2015). Vertical coordination is mostly existent in instances where authority is being delegated from the senior level of authority to the subordinates. In addition, it involves supervising, delegating power, controlling and assigning duties. Horizontal negligence exists among individuals and among departments in the same horizontal levels. This can be seen in this case, where there is a registrar, specialist, case manager, health management coding, chief of diagnostic services, patient care manager and skilled unit manager.

In addition, the problem could have resulted from negligence by the nurse and the doctor. The nurse probably was demotivated and tempted to act maliciously. Well-motivated employees are more likely to avoid at all cost the act of negligence (Baker et al. 2015). In this case, both the doctor and the nurse are real portrait of careless workforce in the Bella Hospital. There is need for the management to attend to this issue in order to evacuate the force behind the negligence. It could be probable that both the nurse and the doctor were in a hurry to attend to other patients. If this was the case, the management should ensure that there are enough health care attendants in the hospital ( Sanjari et al. 2015). As a result, the discussed causes of the problem lead to the issue of liability that is elaborated in the subsequent paragraphs.

Therefore, liability is a broader concept in this study that will handled by evaluating some of its key components. It will involve the following, understanding the basic information on legal issues affecting the Bella Hospital and the overall healthcare sector, highlighting the basics of organizational responsibility for the healthcare offered to patients and identifying the employee litigation issues. Bella Hospital lacked effective horizontal coordination. It is achieved by policy statement that individuals must interact, engage and adjust their activities to achieve cooperation.

Consequently, because of the unethical conduct of the heath care personnel and clinicians and undesired services, the government through the courts has developed the policies that regards the liability of the healthcare institutions. Healthcare providers are requiring to offer professional healthcare services. These regulations do not affect the healthcare institutions but also affects the employees within those institutions. Therefore, liability is a common problem to supervisors, employees and administrators in the healthcare organizations. It is there important that there is liability that is linked to the employees and the one is linked to the overall institution. A tort is an action or a deliberate omission that results to the injury of another person. For instance, a nurse administering the wrong medicine to a patient. In this case, the nurse failed to remove the surgical sponge before the incision closed. Consequently, the nurse and the hospital are liable and may be sued by the employee in the courts (Veatch, 2016). According to the respondent superior law, an employer must have the right control he activities of his or her employees in performance of their duties. The borrowed servant doctrine and the captain of the ship doctrine can be used to explain liability. In captain of the ship doctrine, the surgeon was supposed to supervise all the personnel that was assisting him to carry out an operation to a patient. In this case, the respondeat superior liability falls on the doctor and not the institution.

In conclusion, the problem that occurred in Bella hospital can be viewed as a learning opportunity. This incidence provides an ample opportunity to educate the employees in the healthcare sector the importance of effective communication. Besides, employees can be educated on various doctrines that governs the health care sector. This experience , though bad, can help the employees to clearly understand the consequences of negligence in the health care institutions.

References

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