Management in hospitals

Managing hospitals is a herculean task as it involves humans. We see different kinds of people from different back grounds and act accordingly. We ought to be empathetic and wear a smile on our faces while conversing with patients and their attendants. Some of my experiences in small town hospitals are:

1. People who already have illness like diabetic patients, they get annoyed by longer waiting times and escalate the situation, although doctors attend to such patients as early as possible. Not every patient's condition is alike, so doctors takes more time to explain serious conditions to patients. Patients should know that it takes time in hospitals and get necessary things.

2. Well educated people are like, they try to Google about the patient's condition in front of the doctor disrespecting them, so they miss some points when doctor tries to explain about the condition and ask them to repeat the same. As we have lots of patients coming in from villages and we cannot give appointments, repeating the same things again and again is tiresome.

3. Affluent people think that they have certain clouts and barge into doctor's room directly without giving patient details to the staff in the reception. They just don't like to wait. If they are made to wait, they come up with lots of complaints.

4. Illiterates are completely dependent on doctors, where doctors are asked to make decisions on behalf of the patients. Sometimes they don't follow prescribed medications post surgery and they don't come for follow up. So, if something goes wrong, they create ruckus, attack doctors and ask for money.

5. Staff is very important in hospital, in spite of proper training to staff how to behave with the patients, they tend to be rude at times, as we know that they are humans too. They retract on what they said during hiring and our efforts become futile if they don't stay for long. Hiring and training the staff is grueling process.