

Errors in Doctor–Nurse Communication in the Emergency Department and their possible Solutions

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Introduction

Communication between doctors and nurses in the emergency department is a critical issue that must be addressed to ensure the quality of medical health. (1)

Communication problems can negatively affect patient care, increasing the risk of:



Medical errors



Treatment delays



Misunderstandings

60–70% of clinical errors are related to communication, making it one of the leading causes of patient injury. (2)

Objective

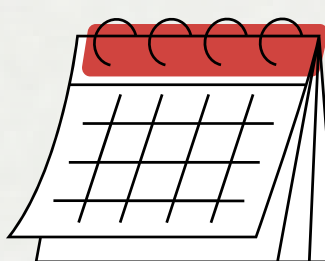


Know the most recurrent communication errors between nursing and medical professionals in emergency services and know their possible solutions.

Methodology



Search Terms		PIS structure
physician-nurse relations [MH]		emergency service, hospital [MH]
OR		OR
nurse-physician relations	AND	emergency department
		OR
	Communication [MH]	emergency service
	AND	OR
		emergency department or emergency room



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Errors in doctor–patient or nurse patient communication

nº = 7 articles

Errors with other services or primary care

Results

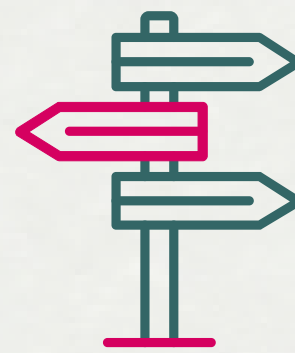
Communication problems

1. Lack of effective communication in the professional hierarchy.



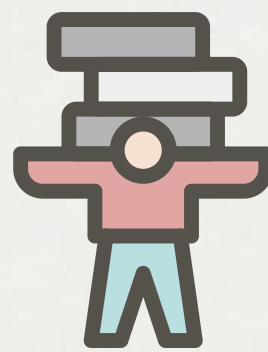
- Drug overdoses, mistakes in the place of surgeries and misdiagnoses have put patient safety at risk due to this problem (2)

2. Ambiguity in medical orders



- These include verbal commands, which are very common in the emergency department. (3)

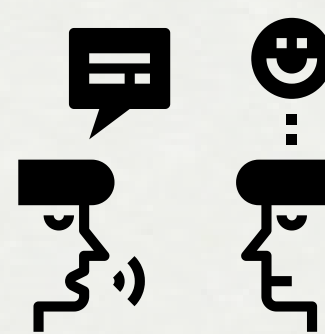
3. Overload



- Overlapping the tasks of other professionals, in order to free up work. (4)

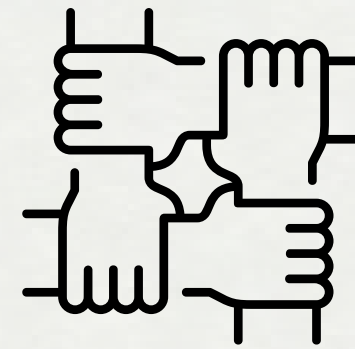
Proposed solutions

Effective communication



- A simple presentation of the doctor to the nurse or vice versa can help a person empower that relationship with a co-worker. (5, 6)
- This results in a more horizontal, direct, and clear relationship. (5)
- Try not to interrupt a phone call from a colleague. (5, 7)

Best interprofessional collaboration



Conclusion



The study has helped:

- To identify the main communication problems that lead to *malpractice* on the part of health professional.
- Empowerment of a horizontal relationship and promotion of effective communication.

Main objective of all these, the good care of the patient.

Bibliography

