E-communication – a modality to improve the hospital management

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Abstract: Developing e-tools in health system is not only a characteristic of our century, but is also, in the same time a modality to improve in real time the health management. Developing friendly tools useful for improving the communication between medical staff is one of our preoccupations, based on the necessity developed in one study made in a Romanian hospital. The study reveals the importance of communication and in subsidiary the necessity to use intranet for communication and improving the management in hospital, polyclinic even if they are public or private.

Key Words: communication, medical staff, intranet, health management

1. Introduction

We know that internet change the human behaviour and reduce the distance between people. A lot of benefit of using internet in management was explore and revealed, including in our country. We believe that internet usage will have other benefits, which will be emphasized as the computer system in the healthcare sector will be increasingly well tuned. [5, 8]

Often, the failure of a piecework or measure aimed a change for a better, are the result of an ineffective communication. Managerial role of planning, organizing, leading, personal, control and decision are in relation with the effective communication. Without it, health organizations are merely conglomerates of people and departments.

Communication inside hospitals and doctor – patient communication is done directly, unmediated and unformalized. Between these subjects of transfer is a permanently exchange of information, which lead to specific objectives of the meeting. To obtain a high efficiency, communication must occur in ascendant and descendent way. [3, 7, 9]

2. Material and methods

Assessment of expectation regarding communication was done on basis of questionnaire at a City Hospital, being realized a descriptive compared study on a group of 96 employees representing two categories of medical staff (50 nurses and 46 auxiliary staff). Were distributed and completed questionnaires with relevant questions about communication from this hospital: communication between medical team and medical staff – patient communication. The study followed to evaluate the communication capacity, communication components, types of communications; communication networks communication barriers, ways of increase the communication efficiency, strategy and principles of effective communication.

The steeps of study were:
- assessment questionnaires administration and collection;
- centralized and analysed the obtained data;
- presenting the obtained results – graphical representation;
- interpretation of results.

The questioned persons are represented by nurses (52%) and auxiliary staff (48%), mostly with age between 20 and 50 years (figure 1).

Assessment shows that all nurses and 98% of auxiliary staff know their rights and duties that arising from their occupied positions, in the conditions that their function involves a decision tasks or administrative task.

From the total respondents, 42 notes with “10” the communication from this institution (figure 2), more than a half believing that this communication is realized in optimal conditions.
Stress induced by poor communication is felt in relation with doctors and with colleagues from the department, so within the team and in the medical team. Stress induced by poor communication between the same category is significantly higher for nurses (figure 5).

Communication with doctors is very good from most of the staff point of view (figure 6).

In relation with superior is communicating pretty well, most of the questioned say that they communicate well and very well. Also, in relation with subordinates, few questioned people said that were dissatisfied (figure 7).
The proportion of those satisfied or partially satisfied with communication with the administrative staff is higher than for other categories (figure 8).

In communication with superiors, nurses face with a lack of explanations in case communicating a decision, the auxiliary staff with excessive demands, and all the staff is stressed by the emotional explosion and unfounded judgment of superiors (figure 9).

Both nurse and auxiliary staff consider that the formations communicated by the superiors are correctly perceived (figure 10).

Communication within the team and medical team is pretty good (figure 11).

3. e-communication in hospital

The internet could be used not only for developing medical or nursing activities, but in the same time for developing intelligent home care, e-prescription or e-education for people involved in medical fields. [9, 10]

E-Europe is a priority in variety fields, including in health (figure 12).
New strategies for improving e-Health are developed by WHO, EU parliament or other organization. Public health uses more and more the informatics’ facilities for improving the results in health system. [4]

In that way for the questionnaire tested initially in a classic way, it as designed a modality to collected information using intranet.

6. Conclusion
More and more state hospitals use the internet not only for sharing information about the hospital, but also for evaluate the patients’ satisfaction and to advertise their expertise. We think that not only the patients satisfaction are important but also the medical staff satisfaction, and
intranet could help in evaluate and improve in real time hospital management. [1, 6]

Developing a friendly ICT tools for improving communication is only a part of the future virtual hospitals communication

![Diagram](image)

Figure 12

Also, respect regarding the ethical rules become very important when is designed a questionnaire and was used internet facilities. Virtual hospital is a new concept, but it becomes more and more important. [2, 8]

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