

SUPERIOR COMMUNICATION IN HEALTHCARE PRACTICE PREVENTS BURNOUT**Akansha Das***

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Communication and collaboration between patients and clinicians face difficulties in hospital settings. Lack of time, personnel, and other resources necessary to keep constant contact with patients is the most frequent barrier to efficient communication. Medical errors may occur in instances when there is a lack of communication. Medical errors, particularly those brought on by a breakdown in communication, are a widespread issue in today's health care systems. Dr. Nagamani Pullepu has a remarkable talent for fusing hospital medicine and public health. She has a lengthy and illustrious career in medicine. After obtaining her MBBS from Guntur Medical College in India, she is currently working as a hospitalist at St. David's Medical Center in Austin, Texas. She has provided clinical care at Providence Hospital in Washinton DC, Northside Medical Center in Youngstown Ohio and Wheeling Clinic in West Virginia. She has been associated briefly in Belmont Community Hospital and familiarized with cultural nuances of interacting with patients including senior citizens and their caregivers. She has had an extensive primary care experience in the Konaseema Institute of Medical Sciences in Amalapuram and played a leading role in organizing public healthcare campaigns for AIDS awareness, Pulse Polio and family planning at Vemsur Primary Healthcare Center in Telengana. Thereafter, she held a position as a clinical educator at the Avalon School of Medicine. She is an experienced physician who has a thorough awareness of how linguistic and cultural differences might affect the range of patient care. Dr. Pullepu has been at the vanguard of caring for the hospital's most critically ill patients during the Covid-19 outbreak. Additionally, she has played a crucial role in patient communication for vaccination programs. Despite the fact that they may claim to be part of a team, health professionals often work independently. The impediments to collaboration and communication that exist among clinical professionals frequently undermine efforts to increase the safety and quality of healthcare. With the organization's cooperative effort philosophy, Dr. Pullepu has filled in such communication gaps. Dr. Pullepu advocates smoking cessation since it is essential to avoid severe consequences from coronavirus infections. Evidences demonstrates that people with a history of smoking and smoking-related illnesses like COPD (Chronic Obstructive Pulmonary Disease) are more likely to encounter adverse events such severe pneumonia, pulmonary blood clots, and unexpected death. Since the introduction of TikTok, Snapchat, Twitter, and WhatsApp the communication landscape has drastically transformed over last two decades. One of the simplest methods to ensure an appropriate flow of information and improve healthcare practices is to establish a trustworthy patient relationship.

Health organizations have focused on employing provider-patient communication techniques strategy in the recent years. Additionally, they worked to create a collaborative practice and an environment where doctors and other healthcare professionals could collaborate with patients from both inside and beyond their own field. This strategy is considerate of the educational programs for health professionals and is in the pathway connecting medical outcomes to medical education initiatives. These tactics allow for the training of healthcare workers to make better use of their knowledge and abilities and to more successfully coordinate patient care. As a result, patients may obtain higher-quality healthcare. Dr. Pullepu is a true leader in her motivation to improve the healthcare system of any nation. It is pretty apparent that effective communication is a crucial component of clinical. These abilities extend beyond talking to include

nonverbal communication and listening. Physicians like Dr. Pullepu are developing standards for patient communication practice in an effort to enhance the healthcare system.

Dr. Pullepu stressed on the significance of emotional intelligence, social skills and empathy to combat psychological exertion. She stated that this is very important in the current healthcare scenario, especially after the Covid pandemic. This is also critical to improve the quality of care. Dr. Pullepu pointed out the significance of an environment of optimism in the healthcare sector. Her emphasis on assertive and effective communication is key to patients' satisfaction. Such skills acquire greater importance in stressful situations in the hospitals, especially in relationship to management of patients with terminal illnesses or in the

emergency room. When communication is inadequate, it could generate barriers for patients, family members and healthcare personal. This creates unnecessary confusion. Dr. Pullepu strongly advocated regarding effective communication as the most important avenue of reducing burnout in the healthcare environment. Individuals who have high self esteem and work commitment usually are resistant to burnout. It is also important to incorporate forces of wellness and cultivate healthy distancing from the work environment and its associated tensions. Dr. Pullepu could not stress less on the huge significance of effective team communication for high quality care within the hospital and beyond. She mentioned that these include the primary provider or the hospitalist, mid-level providers, nurses, care management staff, ancillary staff, environmental staff as well as patients primary care physician, who needs to be in complete confidence regarding the hospital course. This therapeutic communication would create an inclusive humanistic care environment. Superior listening skills and the capacity for cognitive empathy and aligning the providers thoughts with the feelings and intentions of the patients and families can contribute to higher levels of satisfactory patient clientele experience, outlined Dr. Pullepu.



Figure 1: Dr. Nagamani Pullepu.