

HOW DOES INTERPERSONAL COMMUNICATION AFFECT HEALTH AND PATIENT SAFETY?

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ABSTRACT. Effective health and safety communication is one of the building blocks of organizational health and safety culture. Patient safety is compromised by medical errors and adverse events related to miscommunications among healthcare providers. The most important element defining the culture of health and safety in the organization is how health and safety are discussed between employees and managers, from meeting rooms to breaks. Communication among health service providers is influenced by human factors such as interpersonal relations. However, interpersonal relations and communication debates are lacking in the medical team literature. This paper proposes a theoretical framework that explains how interpersonal relations among healthcare team members affect communication and team performance, such as patient safety, and health. In this study, how various communication styles affect the health and safety environment in the enterprise is discussed and the effect of empathic communication on organizational health safety culture and performance is discussed.

Keywords: *Interpersonal communication, health, professional teamwork, empathic communication, patient safety, leadership.*

INTRODUCTION

Empathic communication; It is a form of interpersonal communication characterized by compassionate, relevant, respectful verbal behaviors, and it is stated in the literature that the development of empathic communication skills in business will positively contribute to health and safety. We synthesized studies from health and social science disciplines to construct a theoretical framework that explicates the links among these constructs. From our synthesis, we identified two relevant theories: framework on interpersonal processes based on social relation model and the theory of relational coordination. The former involves three steps: perception, evaluation, and feedback; and the latter captures relational communicative behavior. We propose that manifestations of provider relations are embedded in the third step of the framework on interpersonal processes: feedback (Lee, 2017). Thus, varying team-member relationships lead to varying collaborative behavior, which affects patient-safety outcomes via a change in team communication.

THEORETICAL FRAMEWORK -RESEARCH METHOD

The proposed framework offers new perspectives for understanding how workplace relations affect healthcare team performance. This paper proposes a theoretical framework that explains how interpersonal relationships among healthcare team members affect team performance and communication, such as patient safety.¹

We have synthesized studies from the disciplines of health and social sciences to create a theoretical framework that explains the connections between these structures. From our synthesis we have identified two relevant theories: the framework of interpersonal processes based on the social relation model and the theory of relational coordination (Newnam, 2012). The former involves three steps: perception, evaluation and feedback; and the latter captures relational communicative behavior. We suggest that the manifestations of associate relations take place in the third step of the framework on interpersonal process: feedback (Lee, 2017).

IMPORTANCE OF INTERPERSONAL COMMUNICATION FOR HEALTH AND SAFETY

Employees are the subject of health and safety in the workplace and contribute to the creation of a healthy and safe environment. They are affected by this environment. Therefore, they should have a positive perception about health and safety issues and participate actively and wholeheartedly. As Geller pointed out, the most important element defining the health and safety culture in the organization is how health and safety are discussed between employees and managers, from meeting rooms to breaks (Geller, 2005).

Hofmann and Morgeson concluded that a good management-employee relationship improves communication related to occupational safety, increases the safety behaviors of employees and thus decreases occupational accidents (Hofmann & Morgeson, 1999). The manager's good communication with the employees is essential for the good management of occupational health and safety. For good communication; developing a clear policy and understanding of employee health and safety and continuously communicating priority issues and accident risks to employees is essential. In enterprises with a good leader and employee relationship, researches have been made on employee health and safety (Williams, 2014).

. On-the-job conversations allow you to create the best effect by focusing on a single subject on a regular basis. Suggested elements for increasing efficiency in on-the-job conversations are as follows:

- First impression: The administrator must decisively and clearly state the importance of the relevant security issue for himself.
- Cheerful and consistency: The subject should be shared with short, simple expressions, and conversations involving blasphemy and jargon should not be made.
- Respect: What employees want to say should be listened, and body language should be used to support employees' listening.

¹ It is orally presented in the 2nd International Healthy Life Congress as an abstract.

- Recognizing employees: If there are employees whose native language is not the same, it should be checked how much they understand the message.
- Speech and voice tone: Voice tone should be used in a way that includes the variability of the subject.
- Speech and instructions: When angry, this conversation should not be done, should be done in a calm way.
- Focusing on the positive: instead of things that went wrong, it is necessary to focus on what employees can do to create a healthy and safe working environment.

INTERPERSONAL COMMUNICATION SKILLS FOR HEALTH AND SAFETY

Communication styles that prevent compliance can be listed as dominant, passive and passive-aggressive styles. These are also called weak communication models. It is essential to focus and provide a working environment for a healthy and safe environment, open and two-way communication related to the work, planning for safety orientation etc. such as interpersonal communication models (Collins, 2014).

Dominant communication model is characterized by bullying, thoughtless verbal behavior

- Criticizing people in the middle of everyone,
- Regularly speaking in a way that makes others worthless,
- Speak aggressively and threatening
- Blaming others when a problem occurs,
- To act as a boss and in a negative way,
- Always interrupt others and complete their sentences by not allowing them to complete,
- Rejecting new ideas before listening.

Empathic communication; It is a form of interpersonal communication characterized by compassionate, relevant, respectful verbal behaviors, and it is stated in the literature that the development of empathic communication skills in business will positively contribute to health and safety (HSE, 2014).

Typical communication behaviors are:

- Communicates by offering options instead of requests,
- It works to achieve the goal without compromising others.
- Proactive, action-oriented, aggressive,
- Their expectations are realistic,
- Communicates honestly and directly

Executives who use this communication model improve their appreciation and respect in the workplace, increase honesty, confidence, increase motivation, performance and corporate culture and morale. He listens to the others well and thanks for his contributions (HSE, 2014).

The Passive Communication model is characterized by ineffective and indirect behaviors. They do not agree with others, do not prefer to share their true feelings. (Collins, 2014).

- To spend a lot of time to avoid conflict,

- Continuously self-critical for everything,
- Always agree on everything
- Requesting permission when not required,
- Regularly making excuses for their behavior

CONCLUSION

In connection with the culture of health and safety, the communication system, communication content and communication tools affect the organization. Communication should support health and safety culture in the enterprise with its function of changing, transforming and reproducing. It is essential for the manager to communicate well with the employees in order to manage occupational health and safety well. The findings shared by the researchers indicate that the interpersonal communication activities of employees with their colleagues and managers on security issues play an important role in ensuring security.

The proposed interpersonal communication model for communicating with interaction is the empathic communication model. Executives who use this communication style are those who can listen to employees well, are target-oriented, respectful, and take care to make decisions in a participatory manner. Managers and occupational safety experts who can communicate empathically can get productive results at safety meetings and on-the-job meetings.

Therefore, different team member relationships lead to different cooperative behaviors that affect patient safety outcomes with a change in team communication. The distorted framework shows a new perspective to understand how workplace relations affect the health care team. The framework can be used by nurses, administrators, and educators to improve patient safety, team communication, or resolving conflicts.

The results of employee health safety were examined. It has been observed that communication between the manager and the employee about occupational safety has improved, they talk more about health and safety issues, the manager's concrete, visible commitment to safety has increased and injuries have decreased.

In one of the research findings showing the effect of the quality of subordinate interaction on the provision of security, it was shown that the information sharing on interaction quality and safety was positively related between the employee and the leader.

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