

Realistic expectations from the healthcare system

Sayan Bhattacharyya^{1*}

¹ Associate Professor, Microbiology, AIIH&PH, Kolkata.

Corresponding Author: Sayan Bhattacharyya, Associate Professor, Microbiology, AIIH&PH, Kolkata

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Abstract:- The relationship between healthcare givers and patients is vital for development of the healthcare system. Hence measures should be taken to improve this relationship so that the expectations of the patients from the healthcare facility are fulfilled as far as possible. A satisfied patient strengthens the functioning of the healthcare system.

Keywords :- health, accessible, health care system

Introduction:

Health is everyone's birthright. Healthcare, hence should be accessible to all. Everyone expects themselves to be treated well by healthcare providers. There should not be any improper behavior towards anybody. Patients or their kin should get reports in a timely manner. Patients expect a humane, empathetic, friendly behavior from the healthcare givers. In many areas, patients and their kin still consider healthcare givers as demi-Gods. Hence expectations from healthcare workers can assume very high proportions. Patients also expect improved health and outcome equity, responsiveness, social and financial risk protection and improved efficiency of management. However, in real-life situation, due to increased work pressure, working tirelessly across shifts for hours, laboratory work and stress from other obligations, healthcare providers may sometimes tend to be a little rough or ill-behaved. Healthcare professionals are expected to deliver exceptional and quality healthcare at all times, leaving little space for mistakes. Hence, it is crucial to realize that perfection may be an unattainable goal and can cause burnout [1]. In our country, patients have now more or less accepted the fact that healthcare givers may sometimes seem to be a little impatient or intolerant in their behavior. Having said that, we, healthcare providers must never cross the line, and always be respectful towards patients and their kin. We should always introspect and try to realize our mistakes and shortcomings. We should also place ourselves in the position of patients and their kin and thus think empathetically. We should strive for patients' satisfaction and explain to them all the procedures and tests that are being carried out and why. Minimum number of tests or laboratory investigations need to be requisitioned, and the financial condition of the patient's family must also be kept in mind. Usually, limited attention is given to the various social, historical, cultural and economic antecedents that shape people's expectations of and from healthcare. A good rapport with patients and their accomplices builds a bond of trust and friendship between the two. Healthcare givers should avoid language and gestures that may seem judgmental of patients, and also should ask patients about their treatment goals and preferences [2]. This strengthens the healthcare system wholly. Admitted patients often tend to be anxious and depressed. A reassuring stance from the Doctors and Nurses posted on duty, will make the patients happy and contented, and reestablish people's faith in the healthcare system. The general public just expects the healthcare system to be sincere, prompt in their duties, polite, and punctual in their work. They understand the shortcomings that may exist in the healthcare system. If we, healthcare providers make them understand these limitations better, this relationship between the two parties will improve. Effective communication is vital in healthcare to address patient concerns, to clarify information, and establish a friendly relationship [3]. An intersectional, translocational and relational analytical approach allows us to consider how peoples' social locations determine their expectations of care, not only in a given social environment, but also at specific times and over time. This helps in comprehending their healthcare-related expectations [4]. Liaison between doctors, nurses and patients need to be improved for an endearing relationship between the three parties [5]. If needed, feedback forms may

be supplied to the patients, which will provide constructive feedback to the system and also necessary suggestions. The relationship between doctors and patients is based on mutual respect, trust, and knowledge. If these are absent, is considered to hamper the physician's ability to make a full assessment of the patient, thereby making the patient less likely to trust the diagnosis and management [6].

Discussion :- Good relations between patients, doctors and nurses are now a rarity. The camaraderie between doctors and patients have taken a hit due to various reasons. This also affects the expectations of the patients from the healthcare system. Unfortunate and uncalled for things like misbehaviour with patients should be averted in order to establish a healthy rapport between doctors and patients. Good rapport creates a close and harmonious relationship with patients, which allows the healthcare provider to understand one's patient's feelings and to communicate in a better manner with them [7]. Patients should also understand that even healthcare givers can fail sometimes, and to err is human [8]. This realization can create better ties between patients and healthcare providers. A survey had revealed that whilst 75% of doctors believe themselves to have communicated satisfactorily with the patients, only 21% of patients think the same [9]. This should not be the scenario. Communication and listening skills are crucial for every consultation but particularly for situations where the interaction may get difficult [10]. Counselling can also be the solution here.

Conclusion: If we can implement the things mentioned above, there will be lesser instances of mistrust, like patient's relatives abusing or manhandling the healthcare givers. Patients' expectations will not be hurt then. Lastly, health care should be safe, affordable, effective, accessible, efficient and acceptable, but not necessarily free for everyone. Building a healthy relation between patient and healthcare givers should be our prime objective. The assurance of healthcare quality should also gain priority.

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