

# Essay

## **Current Nursing Situation in Need of Change**

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Care professionals are required to work efficiently, even in highly dynamic environments. It is the sole responsibility of the organizational leaders to devise the most workable approaches to ensure that some of the semi-direct or indirect nursing problems are managed effectively. One issue that needs to change is poor interpersonal relationships to enable clinical officers to complete the nursing process effectively. Lack of proper communication, especially among the younger, newly recruited staff members, is a key issue that affects the patient's overall health outcomes. Though there are multiple means that care professionals can rely on to solve this problem, these individuals must receive the support they solely need to thrive during practice.

### **The Workplace Issue**

Lack of interpersonal relationships and collaboration among nurses is a big issue that requires abrupt change intervention measures. According to recent research, nurses who fail to connect with other team members or patients often make clinical errors, especially during diagnosis (Pardede et al., 2020). As a result, these preventable mistakes may cause extended hospitalizations, increased care costs, and poor patient experiences. Therefore, there is a critical need for organizational leaders to develop proper change strategies that would motivate professionals to interact at a more personal level and establish long-lasting relationships with those close to them. It is necessary to note that patients prefer working with likable individuals who know how to converse and brighten their days. More so, other professionals also find it fulfilling working with people with skills as, in most cases, workplace conflict and unhealthy competition are often avoided.

### **Nursing Theory**

The theory that best suits the changes that should be made is the theory of interpersonal relationships. The theory was developed by Hildegard Peplau, who described nursing as a process of interpersonal interactions between a sick client in need of healthcare services and a care provider who is well-suited to recognize and respond to the patient's care needs (Pardede et al., 2020). She maintained that interpersonal relations were educational and highly effective in care. One of the key assumptions of this nursing theory is that care professionals must clearly understand themselves to work comfortably with all sorts of patients or workmates. The theory's major concepts are man, health, nursing, and environment or society. First, nursing professionals must recognize that a patient is a person with their own felt needs.

Health is simply a state of being free from injury or illness, and nurses' sole responsibility is to ensure that their assigned patients receive high-quality healthcare services. Regarding society, the theorist argues for nurses' imperativeness in considering their client's cultural backgrounds (Pardede et al., 2020). Nursing is viewed as a significant interpersonal process that requires the care provider to have the education and experience to recognize and respond to care needs.

### **Change Plan**

The change plan will play a vital role in boosting provider-patient interactions. Nursing is complex; thus, care professionals must have the needed attitude and discipline to attract positive outcomes. The first initiative will be to coach those who lack good communication skills on working collaboratively with their clients. In this case, I will take ample time to remind the most affected individuals of the core roles of nurses, as identified by Peplau. This session will give them a proper understanding of how they should provide care primarily to difficult, uncooperative patients. The next step will be to teach the clinical officers the relevance of listening intently to the patients and other care providers during practice. It is important to note that most nurses fail to recognize the significant patient needs by encouraging them to take an active role in the care practice. Thus, this process will substantially train the providers on the best ways of showing integrity, empathy, and compassion to patients (Pardede et al., 2020). The last process in the change plan will be recognizing and praising those who show significant improvements in their care delivery. This strategy will be relevant as it would influence poor performers to strive to improve their behavior around patients.

### **Evaluating the Change Plan Effectiveness**

The first approach I would use to evaluate the efficaciousness of the plan is by assessing the overall patient satisfaction rates. A high satisfaction record would suggest that the care professionals work collaboratively with their assigned clients. Another technique I intend to use is collecting primary data from the professionals on their progress. Lastly, I would assess the positive recognitions and appraisals daily to note how the vulnerable staff members work with their patients. A daily assessment would mean that nursing professionals are adopting proper tactics to form interpersonal relationships with clients. The timeline for the change proposal will be three months. This time will be ideal for implementing and evaluating the plan's success.

Noteworthy, the change plan would play a fundamental part in enhancing the organization's overall reputation among community members. Moreover, the change would also provide caregivers with experience working in highly dynamic environments and with different kinds of patients. As a result, desirable health outcomes will be invited.

## References

Pardede, J. A., Hamid, A. Y. S., & Putri, Y. S. E. (2020). Applying Social Skill Training using Hildegard Peplau Theory Approach to Reducing Symptoms and the Capability of Social Isolation Patients. *Jurnal Keperawatan*, 12(3), 327-340.