

Good Relationship (2)

By

Doreen A. Beatt, R.N.R.M.

Establishing Good Relationships between the Nurse, the Hospital and the Public Health Authorities.

In our State Hospital set-up it will be recognised that the nurse has very little contact with the Public Health authorities and the Municipal authorities both of which come under the jurisdiction of the Health Department. Each city and town has a Public Health Officer.

Suffice it to say that both the Public Health authorities and the Hospital authorities have the same aim: that of restoring the patient to health and helping him to maintain it.

The nurse should know the position and function of all persons visiting the hospital in an official capacity. Such persons may include the P.H. authorities, physicians and surgeons, social workers, the dietitian, laboratory technicians, medical store keeper, linen keeper, cashier, and others from special departments.

She should make it a point of knowing people personally; to learn their name and position and introduce herself to them.

Visitors welcome a friendly greeting. The Sister co-ordinates all activities in the interest of the patient and his care; she is in a position to take the initiative with visiting personnel and with other departments.

Friendly contacts pave the way for mutual co-operation and good will. The nurse respects and accepts the wishes of the Health authorities and of other individuals who are interested in the welfare of the community and its health needs.

The nurse's role in the Out-patients' Department, which is often the largest health centre in the hospital, is the teaching of health in the specialised clinics, for example, the cardiac clinic, E.N.T., gynaecological department, paediatric clinic etc.

The Out-patient Department is the connecting link between the hospital and the community and P.H. Workers, in the patient's total health plan.

In the O.P.D. there are practical methods by which the nurse can gain an appreciation of the needs of the community, the need for constructive team work, and of her own role as health teacher. The hospital authorities, the health authorities, and the nurse attempt to help the community regardless of their economical status. The nurse assists the medical profession to understand the patient and his family and to solve any difficulty that may hinder medical treatment and a good recovery.

The function of the Health Department to maintain the health of the community.

It is in the province of the Health Department to enlist the help of other agencies and such institutions where patients could be referred for diagnosis and treatment; for example to the Communicable Diseases Hospital, Mental Hospital, T.B. Clinics, Maternity and Child Welfare Centres, Rehabilitation Centres, and Community Health Centres for immunisation during epidemics against small-pox, typhoid, cholera, plague, diphtheria and so on.

The specific functions of the nurse's role in building up of interpersonal relationships between Hospital and Health authorities may be done in some of the following ways by:

1. Collaborating with the Health Department in determining who is eligible for free hospital care and to ensure that no deserving individual is deprived of treatment and admission into hospital.

2. Referring to homes and institutions those persons in need of financial and other assistance. Orphanages,

Ashrams, Temples, Convents, Dharamsalas, Beggars Homes, Old Age Rest Home are all institutions ready to extend a helping hand.

3. Making home visits and informing the authorities of home situations likely to influence the patient's progress.

4. Assisting unmarried mothers to plan for the expected child.

5. Referring disturbed and retarded children to the neuro-psychological department for testing and treatment.

The nurse can establish good interpersonal relationships by easing the fear and anxiety in the minds of those attending the Health Clinics for diagnosis and treatment; by helping the patient to use his personal assets and the community resources; by collaborating with the patient, his relatives, his physician and others in carrying out a plan of treatment.

If the hospital and the nurse desire to have good interpersonal relationships with the Health Department or

the Municipal authorities it is essential to strive toward this end.

Every nurse should know how to teach and demonstrate good health standards.

This is possible to demonstrate by:

(a) Keeping wards and surrounding areas clean and free from refuse and litter.

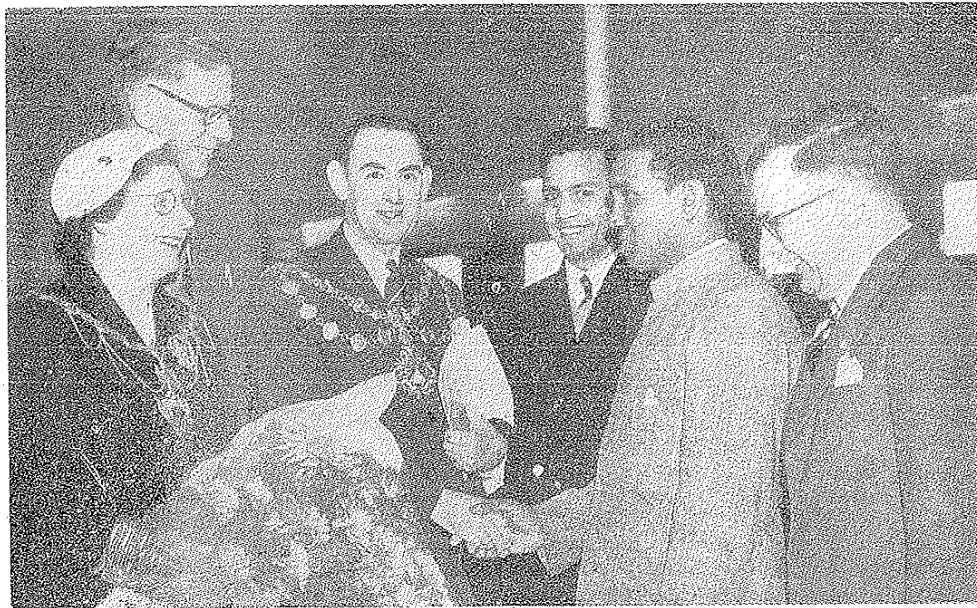
(b) Preventing Cross-infection on the wards by isolation and segregation and sterilization; and immunisation.

(c) Burning dressings so that dogs, monkeys and crows cannot carry away infectious material and drop it in the homes of our community.

(d) Seeing that patients, who have suffered with a communicable disease, are not discharged too soon to mingle with the vast population they come in contact with when allowed to go home.

**Teach, Teach, Teach, Health Standards
Every Minute of the Day.**

(To be continued)



MORECAMBE WELCOME — Two Indian delegates to the Society of Male Nurses' Conference at Morecambe are welcomed by the Mayor (Coun. R.C. Penhale). Left to right, the Mayoress (Mrs. Penhale), Mr. F. Smith (Society Chairman), the Mayor, Mr. R. Agarwal, Mr. M.A. Ahad, Mr. T. Jones (Society Vice-chairman).
(Photo: with acknowledgement to Lancaster Eve. Post.)