Chapter 13

Managed Healthcare: Doctor Life Satisfaction and Its Impact on the Process of Communicating With the Patient

Anna Rosiek
Ross-Medica, Poland

Aleksandra Rosiek-Kryszewska
Nicolaus Copernicus University, Poland

ABSTRACT

Satisfaction with life is very important for a doctor, as it affect his clinical practice. The aim of this chapter is to analyze doctor satisfaction with life, its influence on the communication process and the doctor’s daily job activities. Data was collected from a group of 40 doctors from the Kuyavian-Pomeranian Voivodeship surgical ward and the non-surgical division. The satisfaction with life depends on the gender of the doctor (p < 0.05). The life satisfaction results, remained statistically significant, based on the average correlation value to the communication process with the patients (p < 0.05). A higher level of life satisfaction was observed in the group of doctors from non-surgical wards.

INTRODUCTION

Life satisfaction is of great importance for a doctor, as it influences clinical practice. It affects the mental hygiene, general physical well-being, social relationships and raises or lowers the quality of their occupational activities (Surman, 2015). Satisfaction with life remains in correlation with positive emotions, such as happiness or sense of knowing own place in the world (Yoshiaki, 2015; Coomber, 2007): the concept of oneself, acceptance of own limitations and values are all affecting the general concept of life satisfaction. Both the overall life satisfaction and satisfaction with such an important element like the occupational activity may be an important psychosocial resource, significantly conditioning the quality of occupational duties. Since work is an important part of our lives, it must be rewarding and give the

opportunities for development (Bhatnagar, 2012). In literature you can rarely find anything about the relationship between the doctor’s overall satisfaction with life and performed activities, like the process of communicating with the patient.

**Effective Clinical Communication**

Effective clinical communication is a key element in the medical services. Effective communication is dependent on communication skills, attitudes, education and social experiences of people who communicate with each other. Differences within the characteristics or behavior can lead to failures in the communication process. Effective communication takes place, therefore, if the message is properly communicated and understood by the recipient.

Contact with a person who is ill is a specific relationship. Messages communicated to the patient must be tailored to his abilities and also take into account other restrictions such as difficulties with hearing, sight or speech. Getting to know the patient via his needs and expectations forms the basis for establishing a therapeutic communication (Jopkiewicz, 2011). Patients and their families expect safe care during treatment. Communication cannot be one-sided, mechanical; there must be an exchange of information that will be interpreted by all participants in the process. Such communication is therefore a positive action.

Many researchers analyzing the issue of clinical communication draws attention to the joint decision model (Shared Decision Making - SDM). It occurs when patients and physicians work together to reach a decision medical adjusted to the values and expectations of the patient. Shared decision-making model is also important for patients of ethnic minorities, as it contributes to the reduction of cultural barriers and mistrust towards the patients and staff of the proposed treatment methods. The main objective is, however, security and building trust (DeMeester, 2016). Particular importance of model plays in treatment of the terminal. Effective communication between the patient, family and team of medical care is very important in the care of the sick. Patients with cancer have special communication needs. Both the patients and their families want to get as much medical information from doctors and medical staff to make choices and make the right decision on how to treat and care for the sick (Teutsch, 2003).

Interesting look at effective communication proposed L. Gordon Moore and John H. Wasson. The researchers presented one of the ideal model of medical practice (Ideal Medical Practice Model-IMP), which aims to strengthen the doctor-patient relationship, and also extend the time of direct contact between doctor and patient, vaccinate patients a sense of responsibility for their health and to lower total healthcare costs (Gordon Moore). Therefore, wanting to enable effective interaction of physicians, patients and health care workers must create the right conditions for the free flow of information, ie. to facilitate the patient to express themselves, be heard no objection, in concentration, understanding and acceptance (Maciąg, 2004).

Effective communication exists when compliance with the following attitudes exists: authenticity, acceptance, empathy, assertiveness and when communication goals are defined:

1. Establishing and maintaining relationships
2. Determining the nature of the problem and monitoring of the progress
3. Provisioning of information about treatment plans and implementing a method of treatment
An Operating Theater Planning Decision Support System
[www.igi-global.com/chapter/an-operating-theater-planning-decision-support-system/116252?camid=4v1a](www.igi-global.com/chapter/an-operating-theater-planning-decision-support-system/116252?camid=4v1a)

The Patient/Provider Relationship in Emergency Medicine: Organization, Communication, and Understanding
[www.igi-global.com/chapter/the-patientprovider-relationship-in-emergency-medicine/197555?camid=4v1a](www.igi-global.com/chapter/the-patientprovider-relationship-in-emergency-medicine/197555?camid=4v1a)

Research Investigation and Analysis on Behavioral Analytics, Neuro Imaging, and Pervasive Sensory Algorithms and Techniques for Autism Diagnosis

Hierarchies and Holdings: Implications of SME Entrepreneurship for Enhanced HRM in Hospital Management
[www.igi-global.com/chapter/hierarchies-and-holdings/116223?camid=4v1a](www.igi-global.com/chapter/hierarchies-and-holdings/116223?camid=4v1a)