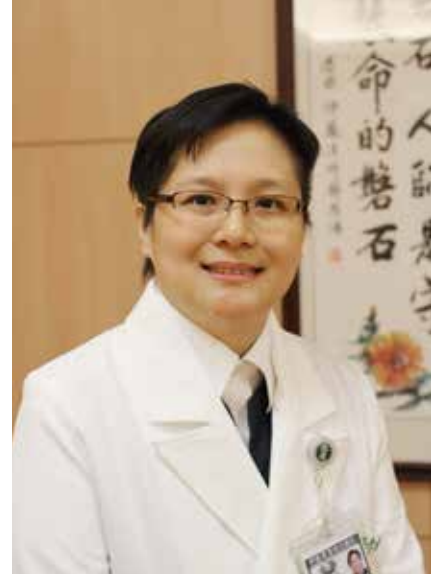




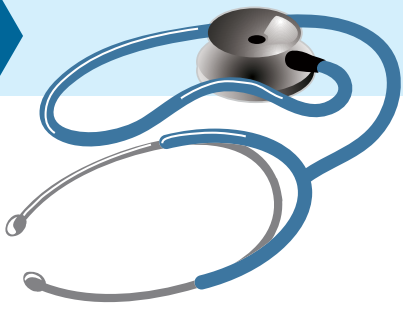
Teamwork Good Partners



By: Dr. Lai Yu-Hsien, Attending Physician of Nephrology Dept. and Director of 28W Ward, Hualien Tzu Chi Hospital

I still remember many years ago, there was an old bodhisattva from Kuanshan. She had always been accompanied by her living abroad son during her stay in the hospital. During the time, her son's attitude to caregivers or the physicians was unfriendly. He often questioned our medical treatments. It created headache and frustration to caregivers who had to deal with the patient and family members daily. Despite his unfriendliness, nurses and medical team still cared for the patient with the understanding that his behavior was a reflection of love for his mother.

The medical team realized that the problem came from his anxiety because he could not get his mother's condition in a timely manner. In order to meet her son's need for real time updates and to avoid the unnecessary miscommunication, the medical team came up with a consensus: Always had the attending physician to explain the patient's condition and the treatment plans. Whenever her son had questions, nursing colleagues called me and I would give him the explanations. However, the nursing staffs still cared about the patient and interacted with the patient and her family warmly, and constantly paying attention to the family's reactions.



Because of the medical team's seamless work to provide a single communication approach, the son received timely updates. Many misunderstandings gradually disappeared and the medical team started to earn his trust. The patient was finally discharged from the hospital. At the time, we thought it could become a medical dispute, but we earned his trust which was a happy ending. I really wanted to appreciate the joint cooperation of the whole team.



During holidays, I would visit patients in the hospital wards. I knew nursing staff are very busy so I would not request them to be with me. But 28W ward (for general internal medicine inpatients) nursing staff always initiated to follow me when I made rounds. They provided me patients' information, helped me rapidly understand the patients' conditions during holidays. After my regular rounds, they also took the initiative to help explain to patients and their families about my visits. I felt that these are very critical in teamwork; dealing with patients and their family questions in time and avoiding unnecessary miscommunication.

Inside a medical team, I think good communication and teamwork are very important. In my daily work, I take the initiative to tell my nursing colleagues the reason why I start a patient with one antibiotic, but before long stop and switch to use another antibiotic. I hope the communication and explanation will help nursing staff understanding the changes in antibiotics application. At the same time, it can reduce troubles encountered between shifts and better understand the treatment plans.



It was an accident why I chose the medical profession. My father is a physician. Because of my father's work, I had limited time with my father. I told myself I definitely didn't want to be a physician. When I grew up, I started to understand my father's work and its meaning, plus I like people and care about people, so I also joined the profession as a physician. Over the years, I found recruitment is the challenge in Huadong. Myself as an example, my family would like me to leave Hualien. But thinking of the importance of Tzu Chi Hospital's health care to Huadong people, and how to attract the nursing staff to stay, it has been always the goal that I and Nursing Director Ru-ling wanted. At noontime, I would go to 28W ward and have lunch with the nursing staff as long as I have free time. Through these daily routines, I understand more and more their thoughts and feelings. We try to find solutions. As long as I am available, I will also help them with their spiritual growth. I wish with our efforts, 28W ward's nursing colleagues can find the meaning and passion of caring, and initiate to stay in Hualien Tzu Chi Hospital to work together for the health of Huadong people.