

# **NURS FPX 4010 Assessment 2**

## **Interview and Interdisciplinary Issue Identification**

I interviewed a nursing manager, Sarah from a medium community nursing home, setting. While Sarah supervises the nurses in the medical-surgical unit, she has the authority to manage their duties, ensure the quality of care, and promote efficient communication among several health professionals. The organization has to deal with the problems, which are staffing deficiency, complicated patients' profiles, and lack of resources. Those problems affect general level of care provided and staff motivation. Despite these efforts to eliminate the problem by carrying out recruitment drives and process improvement, there are gaps in meeting patient needs and satisfaction of our expectations. The leadership is initiating measures like flexible shifts and transparent updates, but the utility of these actions is problematic. Organizational culture under agriculture, by large, promotes collective work and though there are cases where there are departmental silos and backlogs, the initiative is rekindled and work silos are discouraged. Sarah has worked on multidisciplinary teams such as while making rounding on patients and holding conferences where doctors, nurses and other professionals convene for patient attend to needs comprehensively.

## **Interview Focused on Past or Current Issues**

During the interview which John conducted on a large urban hospital is a healthcare administrator, the emphasis must be put on the epidemiological analysis of some easy to detect areas where at present or in the past some problem has been placed there. John shared concrete examples of various obstacles observed by a hospital, while, keeping the goal, suggesting strategies that provided the overall information. John delineated all types of problems including overcrowded patients, staffing burn-outs, and budget constraints that make it difficult for patient service delivery to be effective. To avoid getting John lost in details, the use of open ended questions promote the sharing of more information on each issue, as the opportunity provided allows him to elaborate and provide specific examples. The approach was to combine open ended questions with direct inquiries to get the underlining causes and consequences these obstacles come up with. On these issues also included John the solutions provided to the organization (John, 2021). Two important resolution strategies included staff training programs, effective workflow optimization, and efforts to raise collaboration and communication levels among healthcare team members. John indeed mentioned into-depth presentations of those methods along with their results and their efficiency rates. To provide the information with a comprehensive look into the organizational context, John was asked about the details of the role played by leaders to address the issues identified (John, 2020). He covered the topic of driving the business strategy implementation at the top level leadership, as

well as his own judgments of how efficient such tactic is for the organizational development. From the beginning to the end, the interview was purely aimed at obtaining factual circumstantial matters of the healthcare organization, which was accomplished through the elements of open ended question, targeted questions, and discussion of leadership measures to have a clear understanding of the issue.

## Issue From an Interview

When Sarah, a director of nursing at a medium-sized community hospital was interviewed during this event, one of the main issues for the management of the medical-surgical unit was that the interdisciplinary collaboration should be improved. This issue warrants an evidence-based interdisciplinary approach for several reasons: This issue warrants an evidence-based interdisciplinary approach for several reasons:

**Complex Patient Needs:** The essential purpose of patients on the medical-surgical wing is the manifold issues they deal with and the diversified and complex outlook of their medical conditions need the attention of many health care professionals including the nurses, physicians, specialists and therapists. Such a multidisciplinary approach ensures that every aspect of patient care is addressed through a comprehensive and integrated lens that leads to better outcomes (Smith et al., 2020).

**Coordination of Care:** In fact, when different healthcare providers work together effectively between disciplines, they can organize the process of taking care in a way that is easy to understand for other colleagues. Mutual working of interdisciplinary team allows coordinating care plans, providing surveillance tasks with patient progress along with timely adjustment of interventions by reducing chance for errors and improving patient safety (Wagner et al., 2019).

**Utilization of Diverse Expertise:** The professional of healthcare sector are specialized and bring different points of views on the services for the patients to be delivered. Through the wisdom and sense of team members who come from varied backgrounds, the healthcare institutions will be tapping on different lenses to solve problems, come up with innovations, and make good decisions (Reeves et al., 2021).

## Potential Change Theories And Leadership Strategies

While dealing with the points raised regarding the improvement of interdisciplinary collaboration within the medical-surgical unit, the two theories of change and leadership come along as

possible solutions. This Change Management Model put by Lewin gives a procedure emphasizing that status quo have to be overcome, to implement collaborative social change, and finally reinforce the change through feedback. The model is very insightful as it incorporates not only the cultural but the operational aspects of change, this is in perfect synchronization with the need to change the attitudes and practices toward interdisciplinary collaboration. Besides that, the 8-steps change model by Kotter accentuates instilling urgency, forming a guiding coalition, and motivating the staff to implement changes. Through the implementation of collaborative approach that unites the team members involved in the change and the provision of assistance and resources, leaders can nurture a team orientation culture that bases on shared responsibility. Besides, transformational leadership and servant leadership become effective ways of realizing interdisciplinary teams' collaboration. As transformational leaders, these leaders inspire and motivate their teams by a shared dream, while servant type of leaders put their team members first by creating relationship of faith and empowerment (Zwarenstein, M. 2021). These strategies of leadership collaborate with the idea of promoting a supportive atmosphere in which interdisciplinary teams feel appreciated and encouraged for their contributions towards achieving a common objective. Using these evidenced theories and leadership approaches, the medical-surgical unit may advance the process of collaboration by overcoming the obstacles and eventually improving the patient care and staff satisfaction.

## **Collaborative Approaches from the Literature**

Tackling the challenge of either establish or develop interdisciplinary teams within the medical-surgical unit, scholars from various fields agreed on the significance of taking collaborative approaches to come up with effective strategies. The most important arrangement of the events is the integration of the team meetings, which is a kind of a conference where different specialists can assist each other, exchange the opinions and work out compatible plans. Teamwork requires not only a clear role assignment but also an established communication line thus, all the members are aware of their duties and can communicate with others. In addition to, team-based learning and skill upgradation programs are the tools that build up understanding and coordination among the caregivers resulting in positive synergy in treatment delivery (Smith & Temte, 2020). A culture that cherishes interdisciplinary collaboration is built not only by leaders who actively promote collaborative behavior but also by leaders who commit resources and infrastructure including materials and communication channels as the factors that motivate group work (Wagner et al., 2019). This team-based approach using evidence-based collaborative efforts will help the medical-surgical unit to prevail over obstacles and will also build a culture that will give a chance for continuity of care along the treatment path at all levels.

## **Conclusion**

In conclusion, the conversation with Sarah, the manager of ICU of a medium-sized community hospital, gave more knowledge about the problems and also benefits of interdisciplinary crew in our ICU. The addressed problem of interdisciplinary collaboration enhancement, which is the key to increasing patient outcomes and staff satisfaction, is one of the most important ones to address. Applying the theories of change management such as Lewin's Change Management Model and Kotter's 8-Step Change Model which are based on evidences, as well as leadership approaches, like Transformational and Servant Leadership, the company can nurture an atmosphere of team work and innovation. Further, collaborative measures such as regular cross-departmental team meetings and job definitional clarity can help foster cooperation among healthcare professionals even better. On the contrary, application of the specified tack using an interdisciplinary approach can influence positively organizational functioning resulting in bettering of the patients care and staff health.

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