Assignment - Week 6

Submitted by

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 Date

**Part 1: Work Environment Assessment**

Clark Healthy Workplace Inventory is based on 20 questions or statements related to workplace environment. There is a scale that determines each answer. Each statement need to be replied from 1-5 points. Respondent need to reply each statement very honestly and 5 score means the statement is completely true in his/her situation and same as 1 donates completely disagree or totally untrue. The 3 points are for neutral reply and 2 is for somewhat true and same as 4 is somewhat untrue. The total score of this inventory are 20 statements of 100 points. Respondent can earn score from 20-100 depending on the accurate responses. If the score falls between 90-100 category it shows very health workplace environment. The second category is of 89-80 and it is for moderate healthy workplace environment ,the next range is from 79-70 and it is for mild healthy work place. As the score decreases ,it shows the unhealthy workplace. Like 59-50 is unhealthy and any score below 50 means very unhealthy workplace environment.

It is common knowledge that a healthy work environment guarantees having motivated, committed and efficient employees. After completing Clark Healthy Workplace Inventory, my result falls under healthy environment. My total score was 70 which meant it was barely healthy (Clark, 2015).When I figured out why my scores were low, I noticed the lack of some important elements in my work environment. I found that elements like communication, diversity and mentoring program for all employees were missing. Under the quality refers to the entirety of the features of the entity associated to its skill to gratify the recognized and expected needs. The quality of nursing care should be understood as a set of features approving the compliance of the expected nursing care with the existing level of nursing education is a prevailing requirement of the patient ‘s self‐management is the key approach for nurses’ workplace health and safety, though, this selection is forced by individual financial properties, family and relational support and structural strategies (Reid 2001).

The workplace of a nurse should be organized in such a way that the irrational costs of working time are minimized. Civility at any workplace has an important effect on many aspects. For example, civil rights have a big influence on the quality of life. “The American Nurses Association (ANA) Code of Ethics for Nurses with Interpretive Statements clearly articulates the nurse’s obligation to foster safe, ethical, civil workplaces”(Clark ,2015). The components of well-being are generally divided into three dimensions: health, material well-being and perceived well-being or quality of life. The concept of well-being is refers to both individual well-being and community-level well-being. The dimensions of community-level well-being include: living conditions, employment and working conditions and livelihoods. Components of individual well-being, on the other hand, include social relationships, self-fulfillment, happiness and social capital. It is obvious when employees have a healthy work place environment , they will feel good and relax and it will positively affect the performance.

**Part 2: Reviewing the Literature**

The selected article for this part is “Conversations to inspire and promote a more civil workplace.” In this article Clark tells the importance of conversation or communication at workplace for healthy work place. According to Clark (2015), the American Association of Critical-Care Nurses has recognized six values for creating and supporting healthy work environment including; skilled communication, true collaboration, effective decision making, appropriate staffing, meaningful recognition, and authentic leadership”(Clark ,2015).

One of the most common causes of dissatisfaction in the workplace is poor communication. Surprisingly, the problem is common to large and small work communities. The importance of open communication, active interaction, and mutual timely feedback on well-being at work is central. Not only does effective interaction improve job satisfaction, it also plays an important role in many legal issues. Typically, well-being at work is undermined by the experience of not providing sufficient or timely information about workplace events. Even the proper content of the information does not save the situation if the information is only given when it is already widely known in the work community or even outside the workplace. Being consulted for the first time outside the workplace also places the work community in a negative light and undermines the reputation and image of the employer. Refraining from disclosing confidential information to employees may give rise to a perception that they are not trusted, even though employees are already directly bound by law to protect their business secrets.

**DESC model**

Numerous models can be applied to structure a civility conversation. The DESC model, is an evidence-based teamwork arrangement to make better communication and skills of teams and, in order to, expand safety and excellence care. By means of the DESC model in combination with cognitive practice is a real way to discourse definite incivility incidents. Consideration should also be given to the appropriate way of communicating information. If communication is not properly addressed, the work community may feel that staff is not valued. Instead, regular internal briefings held by the organization's management, for example, show that staffing is being conducted, which contributes to employee engagement. By way of example, management information also influences the general communication culture of the work community.

Information and communication is not just about well-being at work. Information also plays a key role in complying with employer guidelines and regulations. For example, it is not sufficient for an employer to have comprehensive guidance on the use of work equipment in order to fulfill his / her occupational safety and health obligations. It is the employer's responsibility to ensure that the instructions are known at the workplace and that appropriate guidance has been provided. As another example, an employer credit card misconduct dispute may arise as to whether the employee was aware of the credit card guidelines. Clear instructions and information will prevent abuse and clarify the resolution of disputes. Effective communication and feedback at every step of the organization significantly improves well-being at work and the functioning of the work community ( Clark, Olender, Cardoni & Kenski, 2011).

In extreme situations, lack of communication and the uncertainty it generates can also be one factor contributing to the mental strain on work, which the employer must consider from the point of view of his or her labor protection obligation. The importance of a good communication culture and interaction is also emphasized in the event of disruptions in the individual employment life cycle. Creating a natural, confidential conversation connection in good times also facilitates difficult discussions.

Effective interaction allows negative feedback to be given as soon as the need arises, and problems do not swell and poison the working atmosphere. When a supervisor engages in a development, warning, or termination discussion, it is also imperative that the recipient of the feedback internalizes the feedback they receive and the reasons for it. There is no change if the person does not understand what they are accused of. Effective interaction is the key to preventing disputes if the employee is genuinely and appreciated in the decision-making process, explaining the reasons that have led the employer to decide. Providing negative feedback is demanding, but humanly and legally necessary.

**Part 3: Evidence-Based Strategies to Create High-Performance Interprofessional Team**

In my organization only professional competences can help to make it healthy. One incivility that occurred in my workplace was bullying of co-workers. Professional competence is a combination of knowledge and skills necessary to achieve positive results in the provision of nursing services. Professional competence requires professional skills in the implementation of preventive measures, patient care measures, and consultations on special nursing problems (Weber, 2011). Safety means minimizing the risk of traumatic and infectious complications, harmful side effects, and other undesirable manifestations associated with the process of providing nursing care. This category provides for the participation of both the nurse and the patient. The development and influence of medical technology exacerbates tension in patient care. It is difficult to compare technology with humanity with a person’s approach to the sick. Machines will never replace the care and compassion of nurses. “Effective communication, conflict negotiation, and problem-solving are more important than ever”(Clark,2015).

**Effective communication**

The importance of communication is emphasized in situations of change, such as organizational reforms or co-operation negotiations. Changes cause a lot of uncertainty, concern and fear - even for those who would not be directly affected by the changes. “In a situation of change, it is imperative, in addition to legal considerations, to provide a front-line and human information and to listen to the staff”(Clark ,2018). For the future, it is essential for the workplace to have a genuine understanding of what is happening in the organization, why change is needed, what the change is intended to be and what kind of change is planned. Even annoying solutions that are openly valued and respectful of the staff are easier to accept in the work community. Instead, failed communication acts as a seed for dissatisfaction.

Communication should be systematic and continuous sharing of information. In addition, communication must be interactive, proactive and multi-channel. For a long time, communication has not been a one-way communication but an interactive and open dialogue with all stakeholders. Communications need to be more open, faster, multi-channel and interactive. Discussing both positive and negative matters is important. (Weber, 2011).

The healthcare environment is in a state of flux and communication is also challenging.

1. Staff is the most important communication resource. Communication is not only in the hands of the communications unit, but all of us in the healthcare district are messengers. Together we create the reputation of our community. Open interaction within one's own house is part of developing a service culture. Without a functioning internal dialogue, we will not be able to fulfill our promise of the best possible care based on mutual cooperation.
2. Patients' ability to choose their care and expectations of our services are a challenge for communication. There is a need to communicate excellence, good care outcomes and care practices in a clearer and more transparent way - with all stakeholders in mind. Well-designed and executed communication, and the reputation, image and reputation that builds through it, contributes to our competitiveness.
3. Good customer service is also an important image builder. Alongside good care, customer service experience will be a very important factor in the future as patient mobility increases and competition for clients increases. On the other hand, it is also a great opportunity because we can all influence the customer service experience - it comes from small and big deeds. Our employees are our most important brand ambassadors.
4. The transformation of electronic media and social media is changing the way we communicate. The media revolution is reflected in both content and channels. In particular, the media's interest in different patient stories and new treatment approaches is growing, while at the same time providing a potential opportunity to bring out excellence. At the same time, the information needs of patients are increasing and reliable information is sought from various electronic media, websites and social media. Imagery is also increasingly being built on audiovisual and electronic media. Therefore, emotion has become a more prominent part of communication, especially in health care.

The biggest change in the communication environment is the growing role of social media. We also need to make bold use of the potential of social media in customer service and communication. The requirement for clarity is increasing. It is easier for patients to be guided in treatment if they truly understand the instructions they receive. Clear and understandable communication in the patient's own mother tongue is important especially in healthcare. We all benefit from it. On the other hand, the image of goals strongly underpins reality and, on the other hand, expresses our common goals. That is why we want our image to build on our existing strengths and highlight our most distinctive competitive advantages.

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