

<https://doi.org/10.62837/2026.2.97>

İMANOVA KƏMALƏ XALİD QIZI

Baş müəllim

Xarici dillər kafedrası

Azərbaycan Tibb Universiteti, Mərdanov

qardaşları 58

İmanova.kamala@outlook.com

MISCOMMUNICATION IN MEDICAL SETTINGS

SUMMARY

Communication is a key part of effective healthcare. Poor communication can lead to serious consequences — from patient harm to death — and is responsible for a large portion of preventable medical errors worldwide.

According to global statistics, 1 in 10 patients are harmed during healthcare, and millions of deaths occur each year because of patient safety incidents, many of which are linked to communication failures. In both the UK and the US, miscommunication causes thousands of deaths and costs billions in lawsuits and wasted hospital resources annually.

Most errors happen during patient handovers or shift changes, when crucial information is not passed on accurately. Poor documentation, unclear instructions, and hierarchy-related barriers (for example, nurses hesitating to correct doctors) make the situation worse.

Miscommunication between healthcare professionals can lead to wrong treatments, delayed diagnoses, or surgical mistakes. Between clinicians and patients, it can cause medication errors, readmissions, and inadequate consent, all harming patient safety and trust.

The main causes of communication problems include:

- Poor communication skills or heavy workload
- Language barriers
- Incomplete records or EHR issues
- Ineffective hospital policies
- Hierarchical structures within teams

Poor communication leads to lower quality of care, higher costs, and decreased patient satisfaction, while effective communication improves patient outcomes, reduces stress among clinicians, and enhances trust.

In conclusion, improving communication among healthcare workers and between doctors and patients should be a top priority for all hospitals to prevent errors, reduce costs, and save lives.

Key words: hospital, communication, healthcare

How essential is communication?

Communication is one of the major aspects of life and any field. Poor communication decreases profits in all businesses, but in medicine it is much more sensitive as it may effect patient outcomes. Patient-doctor communication is a very crucial step in healthcare as a misunderstanding in any step can cause health problems. In severe cases, it may even have fatal consequences.

How does communication affect patient safety?

One in 10 patients are harmed in healthcare, more than three million deaths occur annually worldwide due to patient safety incidents, and the economic burden of patient safety incidents accounts for 15% of hospital expenditure. Poor communication between patients and practitioners is a significant contributor to patient safety incidents. In the UK, over 1700 lives are lost per year because of medication errors alone, and between April 2022 and June 2022 alone, 652 246 patient safety incidents were reported in England. Over 160 000 avoidable deaths occur yearly in the US due to preventable errors. Internationally, over 50% of patient harm is preventable and is attributed largely to medication errors. Notably, the *actual* number of patient safety incidents is expected to be greater than those *reported*, because a culture of blame within healthcare systems makes practitioners fear reporting patient safety incidents.

Patient safety incidents also impose an economic burden. In high-income countries, up to 15% of hospital expenditure is attributed to resource wastage following lapses in patient safety. For example, the National Health Service (NHS) lost £1.63 billion to litigation costs because of patient safety incidents between 2017 and 2018. Moreover, medication errors cost the NHS upwards of £98 million per year. Things are similar in the US, where the cost of medication errors exceeds \$17 billion per year and in Europe, where medication errors cost up to €2 billion per year.

Although the causes of patient safety incidents are multifaceted, research shows that ineffective communication contributes to unexpected care events and adverse care outcomes. The Joint Commission, a non-profit organisation responsible for objectively evaluating US healthcare organisations, reported that poor communication is a contributing factor in over 60% of all hospital adverse events in the USA.

Several reviews have explored the effects of poor communication on patient safety, showing that ineffective communication leads to adverse events, delays in treatment, medication errors and wrong-site surgery. However, these reviews have been limited to specific dimensions of patient safety (such as medication errors), particular healthcare disciplines (such as pharmacy or medicine) or particular forms of communication (such as practitioner to practitioner).

When do errors mostly happen?

Communication failures most commonly occur during shift changes, when care of a patient is handed over to a different caregiver. When incomplete, inaccurate, or ambiguous information is provided at the changeover it increases the probability of medical mistakes occurring. Poor communication could lead to patients receiving the wrong treatment or procedure, being given incorrect medication, or could result in delays to essential tests and treatments – all of which may negatively affect patient outcomes.

Medical safety experts at [CRICO Strategies](#) investigated 23,000 medical malpractice lawsuits and found more than 7,000 of those lawsuits could be attributed to communication failures. Those communication failures resulted in \$1.7 billion in malpractice costs and almost 2,000 preventable deaths. A study conducted by the [Joint Commission](#) found 80% of serious medical errors were the result of miscommunication between caregivers during patient handovers.

Effects of Poor Communication Between Physicians and Nurses

The most common communication failures between clinicians involve the miscommunication of important information about a patient's symptoms or condition and poor documentation of patient information. These issues can lead to incorrect decisions being made about treatment and delays to treatment when the severity of the patient's condition is not understood.

As an example, the CRICO study identified a case when a nurse had failed to explain to a surgeon that a patient was experiencing abdominal pains following surgery and had a low red blood cell count, which is indicative of internal bleeding. The patient later died from the haemorrhage.

Aside from the risk to patient safety, there are other consequences of poor communication. Patients often experience long delays, often at several stages of their journey in a hospital. Many of the delays are the result of poor communication between staff. These communication issues slow patient throughput, increase hospital stays, and are a key factor in poor patient satisfaction scores and are costly for hospitals.

Effects of Poor Communication Between Clinicians and Patients

Effective communication between clinicians and patients is essential during medical encounters. Clinicians must listen carefully to what patients tell them, verbally and non-verbally, and need to gather information, reassure patients, and communicate important medical advice. Most patients will not have an extensive knowledge of medical matters, so care must be taken to ensure that any information that is communicated has been understood.

Poor communication between clinicians and patients can result in misunderstandings about medications and the miscommunication of follow up instructions, which can result in poor outcomes and readmissions, and could result in

a patient coming to harm. Poor communication can also result in inadequate informed consent, which can lead to malpractice lawsuits.

Why do errors mostly happen?

Communication problems occur for a variety of reasons such as ineffective policies and procedures, language difficulties, poor communication skills, workload pressure,

EHR (Electronic Health Report) issues, poor documentation, conflicts between staff members, and ineffective communication systems in hospitals. Communication failures can also occur due to the hospital hierarchy, which results in nurses having a power disadvantage which can be a barrier to effective communication.

Summary of the Effects of Poor Communication in Healthcare

The main effects of poor communication in healthcare are a reduction in the quality of care, poor patient outcomes, wastage of resources, and high healthcare costs. Communication failures often have a negative effect on patient and staff satisfaction.

Effective communication will:

- Improve quality of care and patient outcomes
- Enhance the patient experience
- Improve patient satisfaction scores
- Reduce the cost of healthcare
- Reduce stress for clinicians and prevent burnout.

Communication is an essential phase of treatment and inefficient or false communication can and does, in fact cause serious problems. Improvement in general communication between hospital staff members, doctor-patient communication and minimizing the number of mistakes should be a priority for hospitals.

Иманова Кямаля Халид кызы

Недопонимание в медицинских учреждениях

Резюме

Коммуникация — ключевой элемент эффективного здравоохранения. Недостаточная коммуникация может привести к серьёзным последствиям — от причинения вреда пациенту до смерти — и является причиной значительной части предотвратимых медицинских ошибок во всём мире.

Согласно мировой статистике, каждый десятый пациент получает травму во время оказания медицинской помощи, и миллионы смертей ежегодно происходят из-за инцидентов, связанных с безопасностью пациентов, многие из которых связаны с ошибками коммуникации. Как в Великобритании, так и в

США недопонимание приводит к тысячам смертей, миллиардным судебным искам и неэффективной трате больничных ресурсов ежегодно.

Большинство ошибок происходит при передаче пациентов или пересменках, когда важная информация передается неточно. Некачественная документация, нечеткие инструкции и барьеры, связанные с иерархией (например, нежелание медсестер поправлять врачей), усугубляют ситуацию. Недопонимание между медицинскими работниками может привести к неправильному лечению, запоздалой диагностике или хирургическим ошибкам. В отношениях между врачами и пациентами это может привести к ошибкам в назначении лекарств, повторным госпитализациям и неадекватному согласию, что подрывает безопасность и доверие пациентов.

Основные причины проблем с коммуникацией включают:

- Недостаточные коммуникативные навыки или большую нагрузку
- Языковой барьер
- Неполные записи или проблемы с электронными медицинскими картами
- Неэффективные правила работы больницы
- Иерархическая структура внутри команд

Недостаточная коммуникация приводит к снижению качества медицинской помощи, росту затрат и снижению удовлетворенности пациентов, в то время как эффективная коммуникация улучшает результаты лечения, снижает уровень стресса у врачей и укрепляет доверие.

В заключение следует отметить, что улучшение коммуникации между медицинскими работниками, а также между врачами и пациентами должно стать главным приоритетом для всех больниц для предотвращения ошибок, снижения затрат и спасения жизней.

Ключевые слова: больница, коммуникация, здравоохранение

İmanova Kəmalə Xəlid qızı

Tibbi şəraitdə yanlış ünsiyyət

Xülasə

Ünsiyyət effektiv səhiyyənin əsas hissəsidir. Zəif ünsiyyət ciddi nəticələrə gətirib çıxara bilər - xəstənin zədələnməsindən ölümünə qədər - və bütün dünyada qarşısı alınmayan tibbi səhvlərin böyük bir hissəsinə cavabdehdir.

Qlobal statistik məlumatlara görə, hər 10 xəstədən 1-i səhiyyə xidməti zamanı zərər görür və hər il milyonlarla ölüm xəstənin təhlükəsizliyi ilə bağlı insidentlər səbəbindən baş verir ki, bunların da çoxu rabitə xətaləri ilə bağlıdır. Həm Böyük Britaniyada, həm də ABŞ-da yanlış ünsiyyət minlərlə insanın ölümünə səbəb olur və hər il milyardlarla iddialara və xəstəxana resurslarının israfına səbəb olur.

Səhvlərin çoxu xəstənin təhvil verilməsi və ya növbənin dəyişdirilməsi zamanı, mühüm məlumatlar dəqiq ötürülmədikdə baş verir. Zəif sənədlər, aydın olmayan təlimatlar və iyerarxiya ilə bağlı maneələr (məsələn, tibb bacılarının həkimləri düzəltməkdən çəkinməsi) vəziyyəti daha da pisləşdirir.

Səhiyyə işçiləri arasında yanlış ünsiyyət səhv müalicələrə, gecikmiş diaqnozlara və ya cərrahi səhvlərə səbəb ola bilər. Klinisyenlər və xəstələr arasında bu, dərman səhvlərinə, təkrar qəbullara və qeyri-adekvat razılığa səbəb ola bilər, bunların hamısı xəstənin təhlükəsizliyinə və güvəninə zərər verə bilər.

Ünsiyyət problemlərinin əsas səbəbləri bunlardır:

- Zəif ünsiyyət bacarıqları və ya ağır iş yükü
- Dil maneələri
- Natamam qeydlər və ya elektron tibbi qeydlərdə problem
- Effektiv olmayan xəstəxana siyasətləri
- Xəstəxana daxilində iyerarxiik strukturlar

Zəif ünsiyyət müalicə keyfiyyətinin aşağı düşməsinə, yüksək xərclərə və xəstə məmnuniyyətinin azalmasına gətirib çıxarır, effektiv ünsiyyət isə xəstənin nəticələrini yaxşılaşdırır, klinisistlər arasında stressi azaldır və etibarını artırır.

Nəticə etibarilə, səhvlərin qarşısını almaq, xərcləri azaltmaq və insanların həyatını xilas etmək üçün tibb işçiləri, həkimlər və xəstələr arasında ünsiyyətin yaxşılaşdırılması bütün xəstəxanalar üçün əsas prioritet olmalıdır.

Açar sözlər: xəstəxana, ünsiyyət, səhiyyə

References:

- <https://www.hipaajournal.com/effects-of-poor-communication-in-healthcare/>
<https://www.rmf.harvard.edu/news-and-blog/press-releases-home/press-releases//2016/february/failures-in-communication-contribute-to-medical-malpractice/>
<https://pmc.ncbi.nlm.nih.gov/articles/PMC11131125/>

Rəyçi prof. Məmmədova Z.Ş.