



**PROGRAMME SUMMARY
REPORT**

Date: 9th February, 2022

Episode 28

Presenters: Nafisa Murtala Ahmad

Discussion: Attitude of Health Workers and its Impact on Patient Care

Discussants: Idris Alhassan; Deputy Chief Nursing Officers, Aminu Kano Teaching Hospital (AKTH), Nabila Jibrin, Hasken Matasa Listeners Club

PREMISE

Harassing patients by health workers especially those perceived to be poor has been a cause for concern in many health facilities and a lot of unpleasant stories have been told by some victims, part of which include wrong prescriptions, prescriptions without diagnosis, outright dismissal, death pronouncements, rude attitude among other issues.

ISSUES

However it was argued that some patients love to break the hospital rules, engage in vulgar talks and this situation creates mutual animosity between patients and health workers. Similarly, Some health workers are prone to transfer of aggression on hospital visitors and too much stress due to limited manpower creates this situations.

MORE ISSUES...

Yet, the patient is the most important person in a health facility, he has rights and whatever he says is right because of condition, however both parties have their rights which should be accorded mutually.

...MORE ISSUES.

Approach and effective communication matters, hence the evolving concept of Family Focused ICU, which keeps family members updated every step of the way. However, patient nurse ratio 1 to 30 when ideally it should be 1 to 4 and strike actions also disrupts health delivery.

RECOMMENDATIONS

Public enlightenment is highly necessary on hospital rules: NGOs CSOs and Corporate bodies should be encouraged to volunteer in taking up the enlightenment initiative.

Adequate manpower is key: NGOs should ramp up advocacy efforts for additional recruitment of more health workers to give care to patients.

Public Complaints should be prioritized, investigated and treated accordingly.

Enough facilities should be provided for work.

Health workers should always lookout for each other and endeavor to advice themselves on the line of duty, so that in situations of stress, one can hold the other.

Hospital management should penalise negligent health workers, late coming and abscondment from duty.

Booking and appointment process should be digitized in hospitals for efficiency and effectiveness.

Labour Rooms should have attendants on standby

The public should be sensitized through jingles how they can lay their complaints and get it addressed

Presenter and discussants hasken matasa

