

# INTERACTIONS AND RELATIONSHIPS OF MEDICAL LABORATORY ASSISTANTS IN TEAMWORK AT UNIVERSITY HOSPITAL „ST. MARINA – VARNA“

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**Abstract.** *The relationship of medical staff raise many important issues in medical practice, which must include not only professional competence but also the implementation of effective professional communication, observation and interaction. Good professional communication in medical practice is achieved through the strict observance of the established rules of medical ethics. Compliance with both the universal and the specific rules for medical professionals to communicate. Creating an atmosphere of trust, support and empathy in the process of working with medical staff from different departments in the hospital environment. The article is an analysis of opinion on the interaction between technicians, nurses and doctors in a hospital environment. The study was conducted among 66 respondents in the University Hospital „St. Marina – Varna“.*

**Keywords:** *interaction, relationship, medical laboratory assistant, teamwork*

**Introduction:** Professional relationships are depending on the interplay of medical laboratory assistant, nurse and physician. They are central to success. Essential for the individual's emotional intelligence - the ability, which helps people to build a harmonious relationship between them, will probably be more highly valued as an advantage in the workplace (2). Completeness of care can not be achieved by a professional, it is therefore necessary interaction between the work of the medical laboratory assistant, nurse and doctor (4). Team is a group of people who have a common goal, interdependence and shared responsibility (5). The team consists of a small group of people with complementary skills who are bound by a common intention, job goals and approach for which they are mutually accountable. Teams have command or linear power in carrying out the tasks and membership of the team is based on specific skills required to perform the tasks (1). Not all groups are working in teams. A working group becomes a team when individuals must apply skills group process to achieve specific results (3). Team members have a role. In the development of the team members in organizations begin to play different roles. The process of taking specific roles is called differentiation of roles (6).

The aim is to ascertain the level of interaction between technicians, nurses and doctors in a hospital environment. **Material and Methods:** The study of 66 respondents structure of University Hospital „St. Marina – Varna“ EAD. Chrez direct individual anonymous survey studied the opinion of 66 respondents divided into three groups: **First group** - 26 laboratory technicians working in the Clinical Laboratory to University Hospital "St. Marina Varna". **The second group** - 22 nurses working in clinical closely with the clinical laboratory. **Third group** - 18 doctors working in clinical wards in close collaboration with clinical laboratory. The study included 8 experts - senior nurses, senior medical laboratory assistant and head compartments. The survey was conducted during the period March - May 2014 in „Clinical Laboratory“ and clinical departments in the structure of University Hospital „St. Marina – Varna“. In the study conducted using the following methods:

- Documentary method (analysis of documents)
  - normative documents related to risk assessment;
  - normative documents related to the quality of activity in clinical (laboratory);
  - normative documents related to professional activities of the staff.
- Sociological method - collecting, summarizing and analyzing the reliable information and to appreciate the view on the existing system.
- Method of expert assessment - analysis of the interaction and relationship between clinical departments and clinical laboratory as an opportunity to improve the quality of laboratory services.

- Statistical methods for processing and analysis of information.

**Results and discussion:** Work in clinical and laboratory quality results in close collaboration with the nursing activities related to the preparation of the patient, making biological material and transportation of specimens. These tests must be adequately appointed by the physician having regard to the patient. To track teamwork vertically and establish the quality of laboratory services asked medical professionals you meet difficulties in their activities related to the collection, transportation and reporting of biological materials.

More than half of respondents indicate that they have difficulties with other specialists in the hospital environment in carrying out their daily activities (59%). Nearly a quarter of the medical specialists "partly" have difficulties in the interaction between the clinical departments and clinical laboratories (23%). In our view, the lack of difficulty in the interaction between different specialists leads to a good level of relations and cooperation in a hospital environment (Fig. 1).

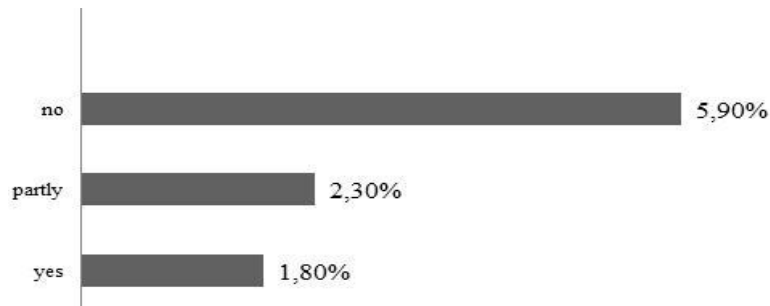


Fig.1. Barriers at relationships in the teamwork

In practice often occur in complex relationships associated with the expansion of the diagnostic - healing process, more expensive services, changing financial goals. Introduced new models of elemental services - preventive model, the contractual model, the autonomous model and business - oriented models. This is often authoritarian and hinders their adoption.

With an increase in automated clinical laboratory technology occupies more - an important place in the diagnosis of the disease process, the effectiveness of treatment and prevention, as well as to assess the degree of recovery of health. The survey data indicate significant role of the lab as a partner in working with patients. Respondents express a positive response (98%), which confirms undeniably peer function of the laboratory, and is a relatively small share of respondents replying "no" (2%). Nurses answered positively by a majority (100%) and physicians have responded positively (98%), and a minor part of "no" (2%) (Fig. 2).

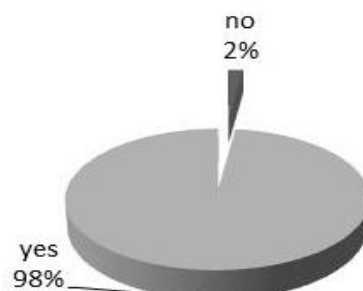


Fig. 2. Medical laboratory as a partner

Partnership and the scope of cooperation shall be determined individually. The maximum satisfaction of the medical team of laboratory tests is an indicator of high quality diagnostics. The quality and professionalism of the staff in the laboratory is the main reason for the high opinion about the partnership. These assessments have ever - growing importance for the future of diagnostic laboratories in a developed market economy and a health insurance system based on choice.

To maintain its professionalism, medical professionals must continuously be trained to keep up with developments in medicine. Knowledge and skills, and professional experience are the

guarantee for successful work of specialists and therefore guarantee better quality medical care. We asked respondents there need retraining to improve the interaction in teamwork. A greater section of the nurses surveyed indicated that they wish to enhance their professional qualifications and training necessary to improve the performance and interaction (60%) (Fig. 3).

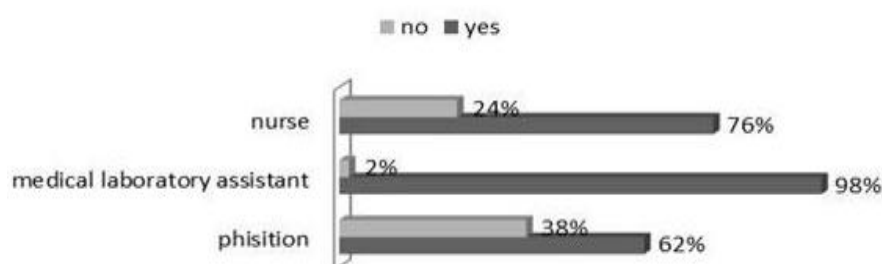


Fig. 3. Need for additional training

Medical technicians also point to the need to improve cooperation and enhance professionalism (98%). Processed data from physicians are also positive in the majority (62%) and more than a quarter responded negatively (38%). Experts involved in the study defined high percentage wishing to improve their skills with the financial aspect - raising salary. In our view, additional training creates the possibility of - well placed in work career in - high reward and enhancing professional qualifications.

**Conclusions:** More than half of the respondents indicated that they have difficulty interacting other specialists in the hospital environment in carrying out their daily activities (59%).

In our opinion, to achieve good relationships need a systematic approach to the introduction of changes and build a new, more - good relationships in health care.

The survey results show that in order to maintain their professionalism, medical professionals need to continually train to be in line with developments in medicine.

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