

COMMUNICATION AND INTERPERSONAL RELATIONSHIP CHALLENGES IN THE EMERGENCY DEPARTMENT (ED)

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INTRODUCTION

The Emergency Department (ED) is characterized by high time pressure, significant responsibility, and elevated stress levels. These conditions often hinder smooth communication and interpersonal relationships among healthcare professionals, as well as interactions with patients and their families.

Effective communication in this high-pressure environment is crucial for patient safety, quality of care, and the overall functioning of the ED team.

AIM

This study aims to investigate the main communication and interpersonal challenges in the ED and to identify strategies that can enhance collaboration, reduce conflicts, and improve patient care quality.

RESULTS

Key challenges identified were:

- Ambiguity in instructions and communication between different professional specialties.
- Staff fatigue and professional burnout.
- Conflicts caused by pressure for immediate decisions.
- Difficulties communicating with emotionally distressed patients and accompanying relatives.

Implementation of structured communication strategies, active listening, concise information exchange, standardized protocols, and teamwork-focused training reduced misunderstandings, mitigated conflicts, and improved overall care efficiency and quality.

CONCLUSIONS

Enhancing communication and interpersonal relationships in the ED is not merely a matter of professional culture but a critical determinant of patient safety, team effectiveness, and staff well-being. Developing communication skills, fostering mutual respect, and promoting a supportive team environment contribute to smoother ED operations and optimal patient care.

