

The study of effective factors on mutual cooperation between health personnel and clinical medical students in Yasuj Medical Sciences University

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Abstract: there are always problems in the process of treating patients and educating students resulting from unsuitable cooperation between medical personnel and clinical medical students in educational-medical hospitals which decrease quality of education and treatment with significant losses. This research was conducted with the purpose of determining mutual cooperation condition between personnel of educational-medical hospitals and students in Yasuj University of Medical Sciences. **Materials and methods:** in this descriptive-analytical study which was conducted in 2012, 115 medical personnel of Yasuj hospitals and 97 students of medical sciences university were studied as target population with two questionnaires. Reliability of questionnaires was determined with the opinion of experts and their validity was determined by a pre-test using half-split method with alpha Cronbach 0.83. Sampling was based on accessible sample based on purpose and data were analyzed with SPSS software and measures of central tendency and chi-square test. **Findings:** 69.1% of medical students and 74.5% of personnel considered mood as an important feature which influences their cooperation. 75.93% of students and 53.2% of personnel believed that educational deputy of Yasuj hospitals plays no role in creating interaction between students and personnel. 89.2% of medical students believed that continuous training of medical personnel improves mutual cooperation. **Discussion and Conclusion:** temperament is the most important individual characteristics which influence mutual cooperation from students and personnel views. Education, age and recognition of personnel of educational nature of hospital had significant relationship with cooperation. Ethic and being native was effective in cooperation between personnel and students.

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1. Introduction

There are always problems in the process of treatment of patients and education of students resulting from unsuitable cooperation between medical personnel and clinical medical students in educational-medical hospitals which decrease quality of education and treatment with significant losses. In a study in Kermanshah medical Sciences University by Kohan et.al (1996) it became clear that patients' satisfaction from medical services is related with mutual cooperation of personnel and doctors. It overestimates satisfaction of medical services compared with nursing services and states that if nursing personnel and medical personnel have good mutual cooperation patients' satisfaction significantly increases. It was suggested that through continuous training we can promote nursing services and complaints of nursing personnel is higher because of their higher contact with patients. This study emphasizes finding ways to increase mutual cooperation between nursing personnel and medical

personnel and states that these effective factors must be identified and resolved by research [1]. In a study of Nekooee Moghadam et.al (2002) in Kerman Medical Sciences University results showed that training courses have empowered personnel in solving problems, decision making and occupational analysis and these courses created more motivation for personnel, lower control, better planning and increase in work quality. These trainings results in achieving organizational targets and success of individuals and organizations. Through these trainings, personnel gain skills, abilities and knowledge which help them in effective performance in present and future [2]. In a study by Khatibi in Zanjan University (2002) results showed that 65% of personnel believe that occupational educations increase knowledge and occupational information improvement and promotes their efficiency [3]. In Goopi's study (1991) in Paris results showed that full time job, working more than 12 hours in a day or more than 40 hours in week are effective factors on

reduction of nurses' efficiency, increases errors and influences their mutual cooperation [4]. In Louis study (1992) in London it was stated that 98000 patients annually die because of nursing errors and lack of suitable cooperation between doctors and nurses. It was suggested that barriers for suitable cooperation of nursing personnel and medical personnel identified and resolved [5]. In Hossenian's study in Hamedan (1996) it was shown that training personnel with a correct, comprehensive and complete is effective in creating flexibility, reducing direct and indirect monitoring, coordination in works, avoiding interference of duties and responsibilities in organizations [6]. Training and optimizing human resources is one of the essential strategies in satisfaction and productivity of human resource. Training in workplace gives information to personnel and helps them in creating security in workplace [7]. Results of Welkman study in Pennsylvania (2008) showed that effective relation between nurses and doctors increase job satisfaction in nurses and Improves their work [8]. Casteldine (2008) states that nurse fear doctors who create tension in their relations and avoid them and this reduces quality of their services [9]. Sandwest et.al (2002) believes that effective relationship between personnel and doctors improves their services [10]. This study was conducted with the purpose of identifying effective factors on mutual cooperation of educational-medical hospitals' personnel and students in Yasuj and presenting them to authorities to decrease tension between these two groups and increasing quality of treatment for patients in first half of 2006. Materials and methods: in this descriptive-analytical study all medical personnel of Yasuj hospitals who were ready for participation were 115 and 97 students. Research instrument was two questionnaires that one questionnaire included 15 questions for studying personnel views and the other includes 11 questions for students' views. Questionnaire of personnel had four parts: first part was related to demography, second part to occupational condition and job satisfaction, third part to hospital factors like number of shift personnel to number of patients, situation of hospital, role of educational deputy in creating interaction between personnel and students and satisfaction from performance from creating a mutual cooperation environment between personnel and students. In fourth part, factors related to students were considered including (mood, education, and gender, native) diagnosis ability of students, effect of the professor's treatment with students, their treatment in the presence of personnel and students' treatment with personnel. Students' questionnaire had 11 questions that first section is related to demographic information like gender and residence;

second section to hospital factors like role of educational deputy in creating mutual cooperation environment between personnel and students and third section relates to factors dependent on medical personnel including accepting that hospital is educational, effect of continuous training on personnel, demography of personnel, implementing medical instruction, proportion of patient's number to personnel numbers in each shift, long duration of shift and performance of authorities in creating a mutual v environment. Reliability of questionnaires was determined using experts' opinion and their validity was acceptable after a pretest with Alpha Cronbach 0.83. Sampling was based on accessible sample. Data were analyzed after coding and using SPSS software. Frequency distribution tables and central tendency measures and graphs were used to describe data and chi-square test was used for the analysis of data.

2. Findings

61% of students were female. 62.5% of female students and 64.9% of male students were satisfied with implementing medical instructions by personnel (table 1). 75% of students did not consider the role of educational deputy in creating interaction between personnel and students as effective. 92.7% of students believed that masters' treatment in the educational round in the presence of personnel influences their mutual cooperation. 90% of students considered continuous training of personnel as an effective factor on mutual cooperation between them. 68% of students believed that personnel did not accept hospital as educational. 69.1% of them considered mood as the most important factor in mutual relationship. 85.6% of students considered number of patients to medical personnel in each shift effective on cooperation. Students had mentioned the highest cooperation in pediatric ward as 87.6% and the least cooperation in surgery ward as 36% and internal ward as 18% (table 2). 57% of personnel in Yasuj hospitals were married. 76% had higher education. 72% of personnel were female. 53% was not satisfied with their job. 86.1% considered ratio of personnel to patients in each shift as inappropriate. 74% had doubts about suitability of Yasuj educational hospitals. 61.4% of personnel believed that their cooperation with students is not related to the treatment of masters. 75% considered that the role of educational deputy in creating interaction was ineffective. 28.7% believed the diagnosis of students are acceptable. 35.1% of male students and 37.5% of female students were not satisfied with implementing medical instructions be personnel in Yasuj hospitals. 56.6% of personnel were marries and 62.9% had not job satisfaction. 43.4% were single and 41.7% of

them were not satisfied with their job, marriage has significant effect in job satisfaction (table 3). 75.2% of personnel had higher education and 80.2% believed that Yasuj hospitals had not requirements of

an educational hospital. Personnel with higher education had more criticized facilities which were statistically significant.

Table 1: influence of hospital personnel effective factors on mutual cooperation with clinical medical students in educational hospitals of Yasouj University of Medical Sciences.

Description	number	percent	Type of
Morality	67	69.1	Positive
Education	59	61	Positive with more education
Native and non-native	52	54	Native to Native positive and vice versa
Sex	39	40	Female students have a better relationship with the female staff, and vice versa
Years of work experience	58	60	Years of age and their association with clinical students working on staff has the opposite effect

Table 2: attitudes of medical students about hospital personnel collaboration with them in term of different parts of educational hospitals of Yasouj University of Medical Sciences.

Description (Percent)	Most of Cooperation	low Cooperation	Minimum Cooperation	total
Surgery	6*	58	36*	100
Children and baby	88	4	8	100
Internal	1	82	17	100
Women and maternity	1	65	24	100
Psychiatry	4	97	2	100
Ear Nose seminars	2	92	6	100
Events	4	94	2	100

Percent

3. Discussion and conclusion

Mutual cooperation between clinical students and personnel is one of the most important and essential elements of optimal treatment for patients from hospitalization to discharge in educational hospitals. The purpose of this study is determining effective factors on mutual cooperation between students and nurses from their point of views. Results of this study showed that majority of students believe that masters' treatment in educational round in the presence of personnel influences their cooperation while most personnel believe that it has no effect. Weakness in learning, especially in relation between medical team provides a ground for undesired conflicts between them. Patients' treatment must have scientific and professional challenge to create suitable education environment with real condition but these challenges must not create personal conflicts [3-5, 6-7]. Majority of students believe that continuous training programs for personnel are effective in mutual cooperation. Results of Khatibi' study (2002) in Zanjan showed that continuous training increases personnel' awareness of significant developments in science and technology and improves their human resources and efficiency [3]. Results of Nekoe Moghadam study (2002) in Kerman showed that training courses during work empowers personnel for decision making and job analysis and creates more motivation, less monitoring

and better planning [2]. Most students and personnel considered mood as an important factor in mutual cooperation. Majority of students and personnel believed that educational deputies of Yasuj hospitals have no role in creating interaction between personnel and student. They considered that educational deputy can create cooperation between them and increase their cooperation level in an environment without tension. Most students believed that continuous training of personnel increases their awareness from new developments and improves their cooperation and decreases tension which finally leads to better quality of services. These results were consistent with Khatibi (2002) and Nekoi Moghadam (2002) studies [2,3].

Most students and personnel believed that ratio of patients to personnel in each shift is inappropriate and is lower than standards and decreases efficiency of personnel and lack of cooperation with students. Fatigue induced by log shifts decreases productivity of personnel and their mutual cooperation. This confirms results of Cook (1998), David (2003) and Reynolds (2005) findings: full time shift, work more than 12 hours in a day or more than 40 hours in week, lack of job satisfaction, unsuitable relations between doctors and nurses reduces work productivity and cooperation, every year 98000 patients die because of nursing errors and lack of suitable cooperation between nurses and doctors or not implementing

instructions [5,7; 11-13]. Majority of students were satisfied with implementing medical instructions by personnel which are consistent with Shams' study (2002) in Isfahan [14]. Most students and personnel were satisfied with mutual relation about work and considered that some conflicts are natural which causes better understanding and finding better solutions for treatment. This is consistent with Reynolds, Cook, David and Baken studies [15-18]. In sum it is concluded that ethic is an important individual characteristic which influences mutual cooperation from personnel and students point of views. Results showed that there is a reverse significant relationship between education of personnel and their opinion about educational hospitals and this as effective on their cooperation with students. Therefore, it is suggested that this study was conducted to impose required policies for promoting work relations between students and personnel in educational hospitals and considering opinions of faculty members in other studies.

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