

Constructing the Harmonious Doctor-Patient Relationship Based on the Government Leading and Social Participation

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Abstract

The doctor-patient relationship is an important part of the social system. A harmonious doctor-patient relation is to promote social harmony and support the development of medicine has important significance. However, the doctor –patient relationship is not optimistic at present. This article will be analyzed the doctor-patient relationship from the multidimensional, provide an idea of building harmonious doctor-patient relationship.

Keyword : doctor-patient relationship, government-directing , medical system

1. Introduction

For the past few years, the increasing tension between doctors and patients has become a hot issue of social concern. The tension causes not only issues with the medical health system's reform of unavoidable problems, but also influences the harmony of society [1]. The current domestic doctor-patient conflict causes and prevention measures are quite plenty, but the causes and prevention measures were obtained from scattered qualitative research. Most of the studies on the medical disputes were limited to simple medical staff and institutions. Then what are the major reasons leading to doctor-patient conflicts? How is a harmonious doctor-patient relationship constructed? By analyzing the reasons of poor physician-patient relationship, this paper will provide advice on building harmonious doctor-patient relationship, promote social harmony, and maintain social stability.

2. The cause of stress of doctor –patient relationship

The doctor-patient relationship is increasingly highlighted. The medical disputes are gradually increasing. At present, more than a million medical disputes occur each year. At each medical institutions the number of medical disputes average 40 per year, with the growth rate of the incidence of medical disputes of 100%. The China hospital management association shows that almost 70% of the medical disputes are still stuck in hospital administration. Only 30% of medical disputes have been settled. Per Beijing health law research statistics, administrative procedures and procedures of handling disputes less than 20% of the total [2].

2.1. The root causes of the doctor-patient relationship tension is medical system defect.

The fourth military medical university professor Yao Libo said “Nationwide, the number of medical disputes is significantly increased, but the number of accidents and medical treatment is not a direct ratio. Technology is not the main reason for this problem, but has a profound social root. The doctor-patient relationship not only encompasses the hospital, but also government responsibility”. In the current health care system funding is an issue. At present China's population accounts for 22% of the world's population. However, China's health expenses are only 2% of the world's total health cost. China's health investment accounts for 4.3% of GDP, while the United States health investment is 14.7% of GDP [3]. Survival has become the public hospital's top priority. Some

hospitals can only rely on medical service projects for revenue. This results in institutional conflicts and disadvantages in the projection of the doctor-patient relationship. Under this medical mode of operation, the hospital appeared "to raise medical medicine", increased "department income rates", "bonus income and patient charge tied directly", "transition medical" and so on. The current medical industry market causes a weakening of public benefits. When a doctor of Harbin Medical University were killed, CCTV reported that more than 60% people on the internet were happy with the event. This phenomenon reflects current medical reasoning that the doctor is the medical system scapegoat, while the staff is disadvantaged. In addition, at present the hospitals do not let patient limits, and receive patients with the "i-want-it-all" mentality. Together with the medical staff shortage, the hospitals cannot reach their designated position, and results in patient dissatisfaction. The author thinks that the current health care system flaw is the main reason of medical disputes.

2.2. Medical disputes cannot be settled in a timely and effective manner

Since the implementation of regulations doctor-patient conflicts not only have not eased, but continue onward. The main defects are as follows: (1) Defects exist in doctor-patient consultation. Doctors are willing to negotiate once they have the medical dispute. But, hospitals reach a settlement and give compensation with unclear responsibility, unknown reasoning and no fault liability situation to maintain social stability and medical order. Because patients do not know well about medical knowledge, they are in a passive position when they negotiate. (2) In addition, the public health administrative department exists in name only. Because the administrative departments of public health and medical institutions usually involve privileged relationships, people are suspicious of their justice. Although it is not the case, patients still think this way. (3) The litigation process is time-consuming, power-consuming, and expensive. Courts often rely on medical accident appraisal conclusions which is usually the only way for courts to ascertain facts because of the medical professional characteristics in the field. The case process often takes a long time, the cost is high,

the efficiency is low because of professional conclusion. (4) The types of medical dispute solution are less so that the medical dispute solution is mainly negotiations, mediation and litigation from the regulations at present in our country. The party is difficult to select the most appropriate solution according to their judgment

2.3. The direct cause is social whole trust reduce stress hospital patient relationship

In the social transformation, the trust between people has been repeatedly damaged. As a result there are already serious credibility issues. The doctors and patients do not trust each other and resist each other. This is the epitome of the stress in the hospital patient relationship. According to the survey of 30 hospitals made by Nanjing Medical University, the trust between the medical personnel to patients is only 11.65%, while trust between medical personnel and patients is only 27.7% [4]. In recent years, media disclosures of "dirty" cotton, poisoned rice, poisonous milk powder, the GuoMeiMei scandal, and so on, has severely damaged social credit. People lack the most basic shelter and food security, putting all of society into a credit crisis. These are the results of the government's slack regulation and missing business ethics. These are the issues that people should focus on.

2.4. The current medical disputes incentive situation is a bad part of the hospital and medical personnel

At present in many hospitals in the country, there are phenomena of bad communication and unhealthy service attitude. According to a survey made by the Chinese medical doctor association, most of the medical disputes are not necessarily caused by medical accidents. Disputes due to medical technology is less than 20% of the total, while 80% of medical disputes are because of a bad medical staff service attitude, which results in inadequate communication and lowered ethics [5]. Some of the problems include the lack of a sense of responsibility, careless lead to the operation area, confusing examination reports, foreign materials left after surgery, misdiagnosis, and nosocomial infection. Hospital administrators endless formalism properties check, do not take the medical process inspection. The

hospital expands without limits, which causes the hospital medical staff shortage and serious brain drain. Medical documents are also not provided in a timely manner, with incomplete writing, inaccuracies, and a lack of processing basis.

2.5. The contradiction between patients' expectations and medical reality

Many patients think when they arrive at the hospital that it is a safe place, and that hospitals have obligations and should be able to cure any diseases. However when the patients are treated and their expectations were not met, they placed the blame on the doctor. Medical science has had a high-speed development, and many major breakthroughs were made. However, for some diseases there are no effective countermeasures. When fierce viruses such as ebola, SARS, and the avian flu appeared, the medical field was full of mystery and variables. At present, there are more than 3700 kinds of diseases, but only 700 varieties that people can recognize. This represents less than 20% of the total number of diseases in the wild. Domestic and foreign experts agree that the medical diagnosis rate is only about 70%, and emergency rescue success rate is 70% ~ 80%. Even in western countries where medicine is highly developed, a number of disease diagnoses are difficult. Medicine is a complex science, and the cultivation period of medical students is long. With the transformation of the medical model, people have to actively participate in and even intervene on the doctor's diagnosis and treatment process. It is difficult to expect that the success rate of disease diagnosis and treatment led by the patients to be high. Once there is problem in the treatment, and the patient and family will blame the doctor.

2.6. The unfair guidance of the news media makes the tensions doctor-patient relationship upgrade

The negative reports of some hospitals or the doctors by a large number of media and newspaper, and the rarely reported of the ordinary touching story from medical staff, alienate the doctors and patients that originally stood on the same team together against the common enemy: disease. The inappropriate public opinion direction of the media also makes the hospital management a headache.

Due to the public and the media lack of medical knowledge, and misunderstanding of high risk and limitations of the medical treatment industry, emphasis is placed on the weak group status of the patients, magnified by the bad image of the individual medical personnel. Even in order to accumulate wealth by unfair means, some patients and relatives coerce the media. This plays the role of added fuel to the fire to the doctor-patient conflict.

3. Recommendations

3.1. The fundamental of constructing the harmonious doctor-patient relationship is that the government leads, perfecting the medical and health system

The key to avoiding medical disputes is deepening medicine health system reform, and gradually eliminate the doctor-patient conflict between economic interests. In health care, it is important to perfect the universal healthcare system as soon as possible, from extending the basic medical insurance coverage and change to improving quality guarantee. The health care system can be improved by adhering to government leadership, improving the medical security funding level, reforming the medical insurance payment system, and controlling the medical cost growth. In medicine, it is important to consolidate and perfect the system for basic drugs. Adherence to government leadership provides the highest quality and cheapest cost of basic drugs, straighten out the price of medical charges, solves the "to a medicine medical" problem, cuts off the contact of economic interests between the medical institutions and drug marketing agencies, and gradually do medicine separately, and perfect the basic drugs directory. In health care, because the basic medical and health institutions undertake the health service of 750 million farmers, the government must intensify the basic-level medical service investment, strengthen the construction of rural, community and remote area health personnel, and put the corresponding support of big hospital to basic-level hospitals into practice, change the resources flow direction, attract talents and keep talents to strong the rural health service bottom nets. In the regulation, the government leadership changes the service mode and evaluation standard,

clears respective duties, regulates medical service behavior, and improves the medical service quality. Through the government leadership, the health care system can be perfected, along with the medicine, medical and supervision system, fundamentally controlling the growth of medical disputes.

3.2. The security of constructing the harmonious doctor-patient relationship is a perfect medical dispute resolution mechanism

Establishing litigation and non-litigation linkage institutions helps form diversified handling medical disputes patterns. Both doctors and patients need the protection of the law. The prerequisite of establishing a harmonious doctor-patient relationship is to establish a good atmosphere of law. The current the situation of high incidence of medical disputes may still exist for a long time. The subject involves unit, individuals, families and their relations and needs to establish a legal guarantee that medical disputes get fairly handle in a reasonable amount of time. With the existing medical dispute resolution mechanism and solution, the use and development the way of civil mediation, arbitration, professional conciliation becomes important. One example of third party mediation mechanisms of the medical dispute is the people's conciliation committee. Because the committee belongs to the justice department, the members of the expert staff of clinical, medical, pharmaceutical, law, etc. have no subordinate relationship to the public health administrative department, as a buffer zone of medical dispute, can control the medical dispute malignant upgrade. Some cities of the country have been introduced to the third party mediation mechanism, and have achieved some results. The court should become the solid backing of the non-litigation resolution institution. On the current legal framework, the conciliation agreement is still contract class files. The court should encourage and support the work of the non-litigation resolution institution, show respect to the applicable industry practice and administrative norms that the institutions use in dispute resolution, and avoid hasty revocation of treatment.

3.3. The requirements of constructing harmonious doctor-patient relationship is that the doctors start first

First the medical staff must strictly execute all requirements of the medical system. In the process of all medical activities, standard medical practices act to have good medical treatment effect. Second the medical staff should keep learning and improve their technology business level. Third the medical staff must have good service attitude and doctor-patient communication. Medical researchers want to comply with the change of "environment-social-mental state-engineering-biological" medical model, considering natural and social attributes, the doctor mustn't see disease instead of patients. In the process of doctor-patient communication, to put off shelves, and lay down the attitude, in line with the service idea of "by the patient as the center". This involves checking with the patient, ask for the history clearly, treat carefully, think of the factors linked with the disease, be sincere in meeting the needs of patients, and pay attention to the patients feelings and opinions. These factors help create a harmonious doctor-patient relationship. Hippocrates, the father of the ancient Greek medicine, said "the doctor has three magical weapons, the first is language, the second is drugs, and the third is the scalpel". This shows that the doctor's language ability is like a scalpel, can save and can harm a person. Fourth, clear the complaint channel and respond to the bad doctor-patient relationship actively. Hospitals establish a complaints department which should pay attention to the patient's complaints and ensure they are handled in time, and eliminate the medical dispute in its infancy. Fifth, choose the person who knows both legal and medical treatment as a manager, and set up a special department and define management responsibilities. Managers should regularly and irregularly test medical quality and the related risk factors for each side, strengthen the weak link prevention of the key link, the key departments, the key personnel, and special time. Pay attention to process management, improve efficiency, and make the most of patient's money. Sixth, the medical staff should establish the consciousness of the burden and prevent hidden trouble, and write and keep medical care documents correctly.

3.4. The understanding of the patients promotes harmonious doctor-patient relationship

Medical personnel are in high tension and pathogen state for a long time. Medical work is a high-risk profession and medical personnel have a high proportion of neurasthenia, coronary heart disease, and hypertension. Currently, fewer people are willing to choose the doctor's career path. Medical nurses are people too, and also wives, children, and mothers. Sometimes medical personnel may be wrong, but they also require respect and understanding. Love is mutual: medical personnel understand the patient's mood and care for the patient. At the same time, the patient also needs to understand the hard work of the medical staff and medical limitations.

3.5. Establish the medical risk sharing mechanism

Medical behavior is a two-edged weapon. Medical risk is already widely socially accepted. Medical risks without medical treatment fault accident harm cause of medical dispute have become the important reasons. Most countries and regions in the world have established the different forms of medical risk sharing mechanism. The practice is to create a comfortable and harmonious practice environment. American science research institute pharmaceutical institute report statistics say that there are 414 9.18 million patients who die of medical accidents each year in the United States. However the doctor-patient relationship in the United States is not very nervous. Based on the practical needs it is important to study and try to establish a suitable medical risk sharing and compensation system for China's national conditions. The standardizing of medical activities and constructing the harmonious doctor-patient relationship has an important practical significance. The risk sharing mechanism of fiscal expenditure is the main problem, which involves who led, who spent and spending proportions. In particular, the medical accident injury compensation fund should be set by the government leadership. Government health care facilities include hospitals, medical personnel and the patient according to a certain standard invest together different limit funds, established in the form of medical accident injury compensation

insurance according to commercial operation by insurance company and set them legal insurance, compulsory purchase [6]. Ensure the feasibility of implementation through the government leadership. Once medical accidents occur, the liability to pay compensation will fall on the insurance company. The patient and family won't blame the hospital and the doctor. They only need to deal with insurance companies and the court. The hospital and the doctor can also devote themselves to the research and the treatment of diseases. And then, if a doctor's compensation amount is always high, or the amount of the premium rise, or insurance companies are no longer accepting his insurance, it is also a kind of message to the quality of medical care for the doctor. If join a part of insurance premium in the registration fee or hospitalization, currently in the country the amount spent for outpatient service of more than 2.2 billion people each year and the amount in hospitalization of 71.84 million people, if each outpatient service registered captured one yuan money, and hospitals captured 10 yuan, there are 2.2 billion yuan for outpatient and 718.4 million yuan for hospitalization. This is a very considerable amount, and is expected to solve the risk compensation of nonmedical liability completely.

3.6. The news media correct guidance is the communication platform for constructing harmonious society

The party congress report on the development of medical and health improvement of people's life as an important content stressed the need to improve medical treatment and service quality, and to establish a harmonious doctor-patient relation. The news media is the important bridge of medical and health work and social communication. Facing the country's outstanding doctor-patient conflict at present, media workers should have a good professional quality, give full play to the supervision of public opinion guide and social responsibility, and enforce responsibility, justice, and objective attitude to reports. Both must mining positive providers image, and shall be in the supervision of public opinion to selectively exposure in some unhealthy phenomenon, in not besmirches industry image, under the premise of social public medical knowledge popularization to include medical risk and

limitations, and promote the exchange of doctor-patient in the consensus, leading to the direction of the harmonious doctor-patient relationship.

4. Conclusion

Constructing the harmonious doctor-patient relationship is an important part of building a harmonious society. However, at present, the doctor-patient conflict intensity is indisputable in that it has affected the healthy development of public health care. Therefore, the medical health system reform and establish the harmonious doctor-patient relation should go forward. The only way to fully realize the harmonious doctor-patient relationship building is complex system engineering, and hope the government leadership is in all walks of life of the social together, and work towards a harmonious doctor-patient relation.

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