

The Role of the Nurse Manager in Patient Safety

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Dear Editor,

A coordinated approach to patient safety is essential, specifically a reassuring system that enables the expression and resolution of concerns and the rectification and improvement of any identified inadequacies in patient safety. It is strongly asserted that the entire hospital staff should be engaged and aware of their responsibility to address such concerns through the adoption of effective teamwork. That is why the perception of collaboration has a significant impact on the overall safety of patients (1). As an example, patient safety may be jeopardized by staff shortages that result in clinical mistakes. The nurse manager, a crucial member of the hospital team and plays a critical role, lays the groundwork for the organization's success (2). This is the central focus of the letter.

Firstly, one of the most important aspects of a nurse manager's role is the ability to engage with the healthcare team most effectively. The significant impact that managers wield within patient care highlights their essential role as vital components of the healthcare system (2). However, addressing safety concerns might present challenges, considering the hierarchical structure within which they function. Conflicts within the nursing hierarchy can arise from power dynamics, perceived lack of respect, and differing opinions on patient care or work practices. As a result, there is a consensus that nurse managers would benefit from seeking support from colleagues at various organizational levels (3). Managers have the onus to foster a constructive team atmosphere among healthcare professionals by promoting open discussions and focused team interactions that reinforce a sense of collective accountability in all members. This ensures that patient safety is recognized as a shared responsibility for which each team member is

responsible. Several challenges to communication and collaboration among healthcare professionals have been identified, such as the inability to establish a consensus on common safety strategies, fear of being questioned, failure to listen, and lack of respect (4). In other words, the validation of the shared concern can be facilitated by effective communication skills, particularly active listening, which in turn facilitates the attainment of the desired outcome.

Because of this, it is the responsibility of managers to work towards developing self-awareness with respect to the way they exercise leadership. The idea that transformational leadership has a positive influence on the process of creating a safe workplace has been put forward. On the other hand, it has been discovered that a leadership style known as laissez-faire was proven to be detrimental to the development of a blame culture (5). The establishment of a connection with staff members that is characterized by trust is of utmost importance for the purpose of enhancing safety measures. This is because it gives the impression that managers are able to exercise sound judgment in response to concerns that have been made regarding safety.

Overall, the rapport and engagement of nurse managers with the healthcare team and a compassionate team environment facilitate proactive measures to address compromised patient safety. This kind of approach has the potential to reduce any risks associated with compromised patient safety. In addition, they would be able to exercise discretion in responding to any safety concern in a stern yet flexible manner, with a high priority being placed on patient safety. At the same time, it is essential that nurse managers serve as a shining beacon of integrity and actively advocate for safe and ethical practices, in

addition to a hospital system that provides robust institutional support.

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