

## Global Summit on Nursing and Midwifery

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### Heartless work toward others declines the personal, professional, and social life

#### Abstract:

In the healthcare industry, the top requirements are alleviating suffering and saving a life. People experiencing distress expect emotional support from their dear ones and a professional attitude from those working in the healthcare system; their feelings determined by interaction with their loved ones and experts in treating disorders influence the clinical outcomes. Connections between them impact mind activity, and consequently, restoring or improving health aligns with the vibrational model they use. Individual behaviour reflects one's ability to process relevant data, make optimal decisions, and communicate. People's interaction defines them and conducts various impressions that can impact future relationships. Medical work efficiency is measured by clinical outcomes, patient satisfaction, family enchantment, increased investment return, business growth, and continuity, finally leading to a prosperous emotional, personal, professional, and social life. The medical professional's insensitivity toward a patient's suffering through their body language and inappropriate tone of voice disappoints the patient and decreases their willingness to work collaboratively. This can also lead to lower adherence to the therapy plan, resulting in medical professionals' dissatisfaction with their work. Such negative experiences can cause patients and their families to look for another healthcare provider from the offerings for another episode of care, which can finally affect the medical professional's reputation and business effectiveness. Therefore, heartless behaviour towards others affects everyone involved, including the patient, their dear ones, and the medical team. By contrast, communicating with kindness leads to better patient outcomes and experience, promotes business development, and ensures a successful existence in the community we serve. At the end of this presentation, the audience will be able to identify the impact of the medical professional's insensitivity toward others in suffering enhance their communication skills in clinical practice recognize the benefit of kind-hearted communication on patient experience, business continuity, and personal career advancement.

#### Biography

**Sofica Bistriceanu**, MD, Ph.D., graduated from Iasi University in Romania with a focus on family medicine research at Maastricht University. With over 90 research studies shared internationally, she has been recognized with numerous awards. Dr. Sofica Bistriceanu is a member of the Academy for Professionalism in Health Care, serves on the Editorial Review Board for The Journal of Patient Experience (JPX), is an Associate Editor for PriMera Scientific Publication, and is the representative of the Academic Medical Unit –CMI, in NT, ROU. Additionally, she is the author of seven volumes of poetry published by Cronica, Iasi Publishing House, and Time, Iasi Publishing House.