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**Health Care**

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## **Health Care**

The most common error that occurs in healthcare is misdiagnosis. Many healthcare practitioners misdiagnose their patients because of several reasons, including distractions and lack of diagnostic reasoning. Misdiagnosis mainly occurs when a diagnosis does not follow a diagnostic process that determines the treatment or intervention the patient needs for a positive health outcome. The process includes the patient's experience of health problems; then, the patient seeks healthcare services to determine their condition. Thirdly, a nurse takes down the patient's history from when they started feeling the symptoms and how they were and currently feeling. That includes gathering information, integrating and interpreting the information, and concluding on a diagnosis that makes sense and goes hand in hand with the signs and symptoms of what the patient has described. Also, conducting physical exams are included in the diagnostic process to determine any underlying conditions the patient might have that might be affecting their health (Balogh et al., 2015).

However, this error can be avoided by incorporating the Swiss Cheese Model. This model has several barriers that are used to prevent damages or hazards from harming human beings. Such barriers include nurses, surgeons, administrative controls, alarm systems, among others. The barriers also have various weaknesses which are unintended or holes that represent the ones found in Swiss cheese. In the model, if one slice of cheese has a hole, it does not lead to a negative result. However, if holes in all cheese slices are aligned, then this means that the patient has suffered severe harm (Seshia et al., 2018). In this case, the hazards can include giving patients the wrong medications due to misdiagnosis. This can cause severe outcomes, such as making the patient's condition to become worse or even death. If these weaknesses or holes are not managed or looked into with immediate effect, horrible things could happen to a patient.

To stop the error from getting to the patient, professionals are known as a protective barrier which protects and provides quality care to patients. When a physician misdiagnoses a patient, and it is known, it is their right to come forward and take responsibility for committing such an error. Also, nurses should doublecheck the diagnoses that physicians make to be more certain that is the correct diagnosis of the patient. If the diagnosis does not sound right to the nurse, they should communicate with the physician for both of them to be sure so as they can provide the patient with the appropriate treatments. This will reduce the number of misdiagnosis cases that occur in the health care system.

The code of silence has changed over the past few years in that, more deaths of patients being reported by the Institute of Medicine due to the silence of most healthcare professional over their medical mistakes (Millenson, 2018). For instance, instead of the Institute of Medicine comes up with a campaign that encourages emergency corrective actions from health care practitioners, they are focusing on reporting the number of patient deaths due to a medical error. Many of the reported deaths were said to be avoidable if only the health care practitioners who were involved in medical errors would have spoken up and helped in fixing the patient's health to avoid severe consequences like death. Therefore, the code of silence has not changed for the better over the past few years, and it is more prevalent.

HCAHPS is used to get patient's data about their experience and level of satisfaction received in a health care facility for its services. Suppose the patients who are surveyed give negative reviews about the health care services offered. In that case, the public reporting of HCAHPS highlights the views of the patients and helps the health care facilities improve their services for the coming patients (Carter & Silverman, 2016).

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