
Communication in Healthcare

The profile of the United States Healthcare System is rich and it's a leader in technological innovation. It is no wonder that it has evolved into a leader in the provision of sophisticated health care. According to (Organization for Economic Cooperation and Development) OECD data in 2013, total health spending as a share of GDP was 17% and health expenditures per capita were \$9,146. This was higher than any other country including others in the OECD. On the other hand, the U.S has one of the fastest growth rates in real health expenditures per capita and spends the most on pharmaceuticals. The U.S healthcare system relies extensively on private insurance to provide financial coverage for its people. More than 70% of the population under age 65 are enrolled in private health insurance plans, mostly through their employers. The American health system is distinguished by the unique role of managed care organizations evolved in the early 1970s primarily as a response to the rapidly growing cost of care in the United States.

It is important to know and understand the health care system in the U.S as is provided by many distinct organizations. Health care system is the organization of stakeholders, patients, providers, and suppliers to deliver health care services to meet the health care needs and satisfy the target populations. In the United States, multiple subsystems of health care delivery have developed, either through market forces or through government action to address the special needs of certain population segments. Managed care is the dominant health care delivery system in the U.S. It covers most Americans in both private and public health insurance programs through contracts with a managed care organization (MCO), such as an HMO or PPO. The MCO, in turn, contracts with selected health care providers, physicians, hospitals, and others to deliver health care services to its enrollees. The health care in the U.S needs to reform because almost 25% of Americans had no health insurance to cover their costs. Reforming the health care helps to increase the number of insured and helps to increase the quality of care while trying to stabilize or reduce the costs.

To inform health care, increase qualities, and reduce costs we should understand the models of communication in health care system. I agree with Anthony Robbins when he said, "The quality of your life is the quality of your communication". As is the quality of health care is coming with the quality of communication. The communication has three levels. Intrapersonal communication, interpersonal communication, and mass communication. The intrapersonal goes within one person, the interpersonal communication is an action or messages that take a place between people, and the mass communication to optimize our message for delivery to a specific target. Communication is a crucial way to reach what we are aiming for. The models of the communication come in different ways. There is one-way which is a linear model, two-way

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calls interactive model, and transactional model that is simultaneous. In my opinion, we should always start with the intrapersonal communication to change or convince others with the interpersonal communication. Interpersonal communications the foundation of the human interaction, for innovation and change, could hardly be overemphasized, communication from different viewpoints including listening and speaking.

My personal interest that is the communication is a two-way process of giving and receiving information through any member of channels. Whether is speaking informally to a colleague, addressing a conference or meeting, writing a newsletter article or formal report. Communication is not easy, but it is complex. We couldn't live without communicate with others. The principles of communication come from know our audience, know our purpose, know our topic, present a rounded and big picture for what we want to reach, achieve credibility with our audience, follow through on what our plans, communicate intrapersonal and interpersonal, present information in several ways, develop a practical way to get feedback, and use multiple communication techniques.

Illustrate the functions and mechanisms of communication are necessary for the delivery of health care services within a managed care environment.

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