

Interprofessional collaboration to support patient-centered care: literature review



Marwiati^{1*}, Wiwin Nur Aeni², Anastasia Pangestu Mei Tyas³

¹Department of Nursing, Faculty of Health Sciences, Universitas Sains Al Qur'an, Indonesia;

²Department of Nursing, Nursing Professional Study Program, Sekolah Tinggi Ilmu Kesehatan Indramayu, Indonesia;

³Department of Health, Faculty of Vocation, Universitas Airlangga, Indonesia.

*Corresponding author:

Marwiati;
Department of Nursing, Faculty of Health Sciences, Universitas Sains Al Qur'an, Indonesia;
marwiatisangko@gmail.com

Received: 2023-04-30

Accepted: 2023-08-13

Published: 2023-10-25

ABSTRACT

Patient-centered care is the hope of every patient who needs health care to handle their problems immediately, physically, psychologically, socially and culturally. Interprofessional collaboration of active health workers will create comprehensive services to manage and make the right decisions in patient care. This literature review aimed to explore how interprofessional collaboration can create a comprehensive professional service system to support patient-focused care. Nine articles were included in this literature review. Interprofessional collaboration begins by communicating and coordinating with members of the health care provider team, which has been proven to reduce errors and increase satisfaction in providing health services, providing a sense of comfort in interacting. Implementing interprofessional collaboration in a health care system allows all aspects of health care providers to provide complete services to realize a comprehensive and comprehensive health care system for patients. Coordination in services that prioritizes interprofessional collaboration is the creation of synergies in services, clinical decision-making of care and accuracy in handling all patient problems so that services that focus on patient needs are the main goals achieved. Interprofessional collaboration is proven to make patients feel satisfied with the perceived service system, namely holistic and comprehensive services focusing on patients and families.

Keywords: comprehensive care, interprofessional collaboration, patient-centered care .

Cite This Article: Marwiati., Aeni, W.N., Tyas, A.P.M. 2023. Interprofessional collaboration to support patient-centered care: literature review. *Bali Medical Journal* 12(3): 3070-3073. DOI: 10.15562/bmj.v12i3.4411

INTRODUCTION

Patient-centered care is a complete, continuous and comprehensive health service for patients to support a patient-focused healthcare system.¹ A comprehensive service is a service that includes bio-psycho-social and cultural services provided by health workers as a whole. Patient-centered care encourages active interprofessional collaboration and shared decision-making between patients, families and healthcare providers to design and manage change and comprehensive care planning.^{2,3} Interprofessional collaboration is a form of collaboration between health professionals in carrying out their duties to provide health services to provide optimal and comprehensive services to patients and families.^{4,5} Interprofessional collaboration involves all health professional disciplines that provide services and manage patients and their families in the health care system.

The system in interprofessional collaboration involves all elements to achieve quality service goals which ultimately impact mortality rates,

length of stay, complication rates and reduced costs during treatment.⁵⁻⁷ Problems in patient care are the length of hospitalization, miscommunication between health workers and the length of clinical decision-making in patient care.^{8,9} This will cause several long-term effects that will be experienced by the patient and can even lead to a crisis in patient care. The health service system, vision, mission and values in providing health services should support the patient-centered care system.

Several problems in patient-centered care are often a concern, namely the differences between each service provider, as well as decision-making in care that takes a long time which eventually causes the emergence of problems of patient discomfort and dissatisfaction. One of the efforts to support the implementation of comprehensive services to achieve the goal of patient centered care is good collaboration between health professionals to reduce miscommunication between healthcare providers. Collaboration between health workers is an important indicator of good, adequate and optimal health services in a comprehensive

healthcare system. Interprofessional collaboration is expected to realize patient-focused health services

This literature review aimed to explore how interprofessional collaboration can create a comprehensive professional service system to support patient-focused care.

INTERPROFESSIONAL COLLABORATION

Interprofessional collaboration begins by communicating and coordinating with members of the health care provider team, which has been proven to reduce errors and increase satisfaction in providing health services, providing a sense of comfort in interacting.¹⁰⁻¹² Interprofessional collaboration also creates synergies within the team so that they can provide comprehensive health services. Interprofessional collaboration can also develop a supportive clinical situation to develop self-confidence and accelerate clinical decision-making in patient-focused care.^{13,14} Ethics and values in interprofessional collaboration lead

Table 1. Publication of interprofessional collaboration to support patient-centered care

No	Authors	Method	Sample	Results
1	Rayburn, William F., 2021. ¹⁰	Literature Review	Based on references 2015-2021	Some measurable strategies that can be started and implemented through interprofessional collaboration may reduce errors, improve overall care quality, and increase patient satisfaction.
2.	Nicole Slater et al., 2021. ¹¹	Quantitative Research	The students of two institutions, including medical, nursing and pharmacy students	This simulation experience is valuable for their study and helps them feel more comfortable communicating with patients about the safety of their medications and interacting with the team.
3.	Holly Wei et al., 2020. ¹²	Qualitative research (phenomenological)	Professional health workers during November 2017 and June 2018.	That a caring culture's teamwork produces transformational results, the IPCP results are larger than the sum of the individual efforts when collaboration is based on caring. Team members use their abilities to build synergy within the team and humanize work processes. This study demonstrates that embracing a strength-based approach and appreciating each team member's knowledge are excellent ways to foster a culture of care.
4.	Sanna Kangas et al, 2021. ¹³	Qualitative Study	Tampere Universities	The view of health professionals as having a deeper and more comprehensive awareness of the patient's perspective in the treatment of diabetes and a greater perceived confidence in delivering comprehensive care in collaboration with other health professionals.
5.	Anita Carin et al, 2020. ¹⁴	Field study	Health workers, doctors, nurses, occupation therapy and physiotherapy	Using narrative notes between healthcare professionals aims to develop a comprehensive understanding of the clinical situation and patient care needs.
6.	Domenico Pascucci, 2021. ¹⁵	Systematic Review of RCT	Based on the review of the database	Several positive findings for outcomes related to Interprofessional collaboration reflected the improved quality of care and improvements in patient-centered and coordinated care delivery.
7.	Piiku Pakkanen, 2021. ¹⁶	Meta-synthesis	meta-synthesis of peer-reviewed papers published in any language from 2013–2019, using both electronic searches, with the CINAHL, PubMed, Scopus, and SocINDEX databases, and manual searches	Ethics regarding nurse interprofessional collaboration in clinical practice focus on the factors that influence how patients receive care. These variables include the patient's preferences, whether or not they are informed accurately about their condition, and how various medical experts identify and manage their pain.
8.	Ulrich G, 2019. ¹⁷	Quantitative research	387 health workers from various professions using a survey	Despite their various areas of expertise, the three groups of health professionals displayed comparable views regarding IPC collaboration and learning. Results can guide the creation of IPC learning activities, which can improve communication.
9.	Vestergaard, 2019. ¹⁸	Qualitative study	Health workers who are part of the orthopedic surgery department.	Reinforced focus on patient pathways, trained instructors, and evidence-based strategies for implementation facilitate the success of interventions with a focus on IPC in the hospital setting. We further find that cultural and organizational factors are barriers to adopting IPC practices, uni-professional work interruptions can impede cross-professional coordination, and interprofessional teams can form isolated new organizational structures.

to patient satisfaction with the quality and coordinated information delivery. Several factors lead to the satisfaction of this patient-focused care, namely the patients' wishes, whether they are told the truth about their condition, how different professionals recognize and treat their pain and how the culture within the healthcare system is focused on providing care-focused care in patients.¹⁵⁻¹⁸ The reference lists of the nine articles can be seen in Table 1.

Implementing interprofessional collaboration in a health care system allows all aspects of health care providers to provide complete services to realize a comprehensive and comprehensive health care system for patients. The health care system with an interprofessional collaboration approach includes a process of bridging the gaps that exist in each profession, social, physical and main tasks of function, discussing any overlapping roles and tasks and creating space for collaboration.¹⁰ The overlap in interprofessional collaboration can create a conflict which will eventually lead to delays in providing services to patients.¹⁹⁻²¹

Providing services based on interprofessional collaboration can make patients feel more comfortable, valued, accepted, and treated as well as possible.¹⁷ The patient highly desires the provision of services with this model to make the patient more cooperative and comfortable and shorten the length of time in the hospital.^{19,20,22,23} Harmonious communication in every action that has to do with the patient's needs is highly felt among healthcare team members so that service providers feel that their existence is valued in the provision of health services.

BENEFITS OF INTERPROFESSIONAL COLLABORATION

A positive result in the implementation of interprofessional collaboration is good coordination in a health service that reflects a good coordination system centered on service to patient needs and the creation of patient welfare.^{3,12,15} Coordination in services that prioritizes interprofessional collaboration is the creation of synergies in services, clinical

decision-making of care and accuracy in handling all patient problems so that services that focus on patient needs are the main goals achieved. Patient satisfaction is also the main parameter in health services that patients have obtained, have a shorter opportunity in the hospital, and patients feel comprehensive, holistic services from this interprofessional collaboration.

CULTURE IN THE IMPLEMENTATION OF INTERPROFESSIONAL COLLABORATION

Several obstacles arise in implementing interprofessional collaboration, one of which is a culture within the organization that still prioritizes its respective egos. So several professions feel the most superior so that they dominate in patient care.¹⁸ A good organizational culture must embrace all the professions in the organization so that in the health care system, no one feels the most dominating or at least plays a role in a health service.^{12,14,24,25}

A culture of mutual respect and appreciation for each health profession is an important key to the successful implementation of interprofessional collaboration. The existence of mutual trust will grow the confidence of each profession so that the goals of patient-focused care will be realized and the quality of health services can be felt in real terms by patients and their families. This will positively affect improving the quality and accreditation of hospitals.²⁶

CONCLUSION

Implementing interprofessional collaboration will create a sense of confidence in each healthcare profession, increasing synergy and creating a harmonious work culture so that patient health problems can be handled completely. A culture of mutual respect for health interprofessional can support the main goal of health, namely health services that focus on patient care. Patients feel satisfied with this interprofessional collaboration, where clinical decisions can be immediately determined to shorten the day of care, and patients can submit complaints directly and get a good response from all healthcare providers.

AUTHOR CONTRIBUTION

All authors contributed equally to finding the study's topic, searching the literature, and writing the manuscript.

FUNDING

None.

CONFLICT OF INTEREST

We declare that we have no known competing financial interests or personal relationships that could have appeared to influence the work reported in this paper.

ETHICAL CLEARANCE

Not applicable.

REFERENCES

- Richardson B, Bray B, Caines K, Odom-Maryon T, Stevens K, Willson M, et al. Learning to provide patient and family centered care in a non-acute setting; a longitudinal interprofessional collaboration. *J Interprofessional Educ & Pract.* 2015;1(2):67-8. Available from: <http://dx.doi.org/10.1016/j.xjep.2015.07.048>
- Rider EA, Slade D, Branch WT, Kurtz S, Longmaid HE, Hung JPK, et al. Translating Healthcare Values into Action: An International, Interprofessional Collaboration. *J Interprofessional Educ & Pract.* 2015;1(2):68. Available from: <http://dx.doi.org/10.1016/j.xjep.2015.07.049>
- Doornebosch AJ, Smaling HJA, Achterberg WP. Interprofessional Collaboration in Long-Term Care and Rehabilitation: A Systematic Review. *J Am Med Dir Assoc.* 2022;23(5):764-777.e2. Available from: <http://dx.doi.org/10.1016/j.jamda.2021.12.028>
- Uliyah M, Nurlaela L, Mustaji, Hidayat AAA. Dataset on nurses' perception and practice of inter-professional collaboration at Muhammadiyah hospitals, Indonesia. *Data Br.* 2020;31:105863. Available from: <https://pubmed.ncbi.nlm.nih.gov/32637483>
- Bainbridge L, Nasmith L, Orchard C, Wood V. Competencies for Interprofessional Collaboration. *J Phys Ther Educ.* 2010;24(1):6-11. Available from: <http://dx.doi.org/10.1097/00001416-201010000-00003>
- Serrano-Gemes G, Rich-Ruiz M. Intensity of interprofessional collaboration among intensive care nurses at a tertiary hospital. *Enfermería Intensiva (English ed).* 2017;28(2):48-56. Available from: <http://dx.doi.org/10.1016/j.enfie.2016.10.002>
- Axelsson SB, Axelsson R. From territoriality to altruism in interprofessional collaboration and leadership. *J Interprof Care.* 2009;23(4):320-30. Available from: <http://dx.doi.org/10.1080/13561820902921811>

8. Soares D, Nursalam, Carvalho JG de, Oqui M, Barros I, Silva V da. Nursing care and the psychology effects on post-care nurses serving COVID-19 patients in Vera Cruz isolation room, Dili, Timor-Leste. *Bali Med J*. 2022;11(2 SE-ORIGINAL ARTICLE):905–9. Available from: <https://www.balimedicaljournal.org/index.php/bmj/article/view/3411>
9. Sulaiman, Anggriani, Maryaningsih, Ronald Erwansyah, Lagut Sutandra Siregar, Muchti Yuda Pratama, et al. Factors that determine inpatient satisfaction on nursing care: a cross-sectional study. *Bali Med J*. 2023;12(1 SE-ORIGINAL ARTICLE):386–90. Available from: <https://www.balimedicaljournal.org/index.php/bmj/article/view/3840>
10. Rayburn WF, Jenkins C. Interprofessional Collaboration in Women's Health Care. *Obstet Gynecol Clin North Am*. 2021;48(1):1–10. Available from: <http://dx.doi.org/10.1016/j.ogc.2020.11.010>
11. Slater N, VandeWaa E, Bydalek K, McAdams E. Building Better patient outcomes through interprofessional collaboration: A standardized patient experience with pharmacy, nursing, and physician assistant students. *J Interprofessional Educ & Pract*. 2022;27:100460. Available from: <http://dx.doi.org/10.1016/j.xjep.2021.100460>
12. Wei H, Corbett RW, Ray J, Wei TL. A culture of caring: the essence of healthcare interprofessional collaboration. *J Interprof Care*. 2019;34(3):324–31. Available from: <http://dx.doi.org/10.1080/13561820.2019.1641476>
13. Kangas S, Jaatinen P, Metsö S, Paavilainen E, Rintala T-M. Students' perceptions of interprofessional collaboration on the care of diabetes: A qualitative study. *Nurse Educ Pract*. 2021;53:103023. Available from: <http://dx.doi.org/10.1016/j.nepr.2021.103023>
14. Gudmundsen AC, Norbye B, Dahlgren MA, Obstfelder A. Interprofessional student groups using patient documentation to facilitate interprofessional collaboration in clinical practice – A field study. *Nurse Educ Today*. 2020;95:104606. Available from: <http://dx.doi.org/10.1016/j.nedt.2020.104606>
15. Pascucci D, Sassano M, Nurchis MC, Cicconi M, Acampora A, Park D, et al. Impact of interprofessional collaboration on chronic disease management: Findings from a systematic review of clinical trial and meta-analysis. *Health Policy (New York)*. 2021;125(2):191–202. Available from: <http://dx.doi.org/10.1016/j.healthpol.2020.12.006>
16. Pakkanen P, Häggman-Laitila A, Kangasniemi M. Ethical issues identified in nurses' interprofessional collaboration in clinical practice: a meta-synthesis. *J Interprof Care*. 2021;36(5):725–34. Available from: <http://dx.doi.org/10.1080/13561820.2021.1892612>
17. Ulrich G, Homberg A, Karstens S, Mahler C. Attitudes towards interprofessional collaboration in young healthcare professionals. *J Interprof Care*. 2019;33(6):768–73. Available from: <http://dx.doi.org/10.1080/13561820.2019.1597839>
18. Vestergaard E, Nørgaard B. Interprofessional collaboration: An exploration of possible prerequisites for successful implementation. *J Interprof Care*. 2017;32(2):185–95. Available from: <http://dx.doi.org/10.1080/13561820.2017.1363725>
19. Smith KA. Health Care Interprofessional Education: Encouraging Technology, Teamwork, and Team Performance. *J Contin Educ Nurs*. 2014;45(4):181–7. Available from: <http://dx.doi.org/10.3928/00220124-20140327-01>
20. Feo R, Kitson A. Promoting patient-centred fundamental care in acute healthcare systems. *Int J Nurs Stud*. 2016;57:1–11. Available from: <http://dx.doi.org/10.1016/j.ijnurstu.2016.01.006>
21. Darnell LK, Hickson S V. Cultural Competent Patient-Centered Nursing Care. *Nurs Clin North Am*. 2015;50(1):99–108. Available from: <http://dx.doi.org/10.1016/j.cnur.2014.10.008>
22. Çunkuş N, Yiğitoğlu GT, Solak S. The relationship between worry and comfort levels and communication skills of nursing students during pediatric clinic applications: A descriptive study. *Nurse Educ Today*. 2021;97:104684. Available from: <http://dx.doi.org/10.1016/j.nedt.2020.104684>
23. Ozkara San E. Using Clinical Simulation to Enhance Culturally Competent Nursing Care: A Review of the Literature. *Clin Simul Nurs*. 2015;11(4):228–43. Available from: <http://dx.doi.org/10.1016/j.ecns.2015.01.004>
24. Peltonen J, Leino-Kilpi H, Heikkilä H, Rautava P, Tuomela K, Siekkinen M, et al. Instruments measuring interprofessional collaboration in healthcare – a scoping review. *J Interprof Care*. 2019;34(2):147–61. Available from: <http://dx.doi.org/10.1080/13561820.2019.1637336>
25. Hynek KA, Malmberg-Heimonen I, Tøge AG. Improving interprofessional collaboration in Norwegian primary schools: A cluster-randomized study evaluating effects of the LOG model on teachers' perceptions of interprofessional collaboration. *J Interprof Care*. 2020;1–10. Available from: <http://dx.doi.org/10.1080/13561820.2019.1708281>
26. Janati A, Tabrizi JS, Toofan F, Algalandis KN, Ebrahimoghli R. Hospital Accreditation: What is its Effect on Quality and Safety Indicators? Experience of an Iranian teaching hospital. *Bali Med J*. 2016;5(2):124. Available from: <http://dx.doi.org/10.15562/bmj.v5i2.241>



This work is licensed under a Creative Commons Attribution