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## Healthcare Professionals' and Patients' Perceptions of Teamwork and Collaboration at Tertiary Hospital in Oman

**Fatma Al Jabri, MSc, RN**

Tarja Kvist, PhD, MSN, BSN, RN

Hannele Turunen, PhD, RN

*Department of Nursing Science, University of Eastern Finland, Kuopio, Finland*

**Purpose:** To explore (1) the self-rated teamwork and collaboration for healthcare professionals (HCPs) and (2) patients' perceptions of interdisciplinary collaboration based on a pilot study at tertiary hospital in Oman.

**Methods:** In this pilot study, a cross sectional design was used with convenient sampling of 56 (36 nurses and 20 physicians) HCPs and 30 patients. Descriptive statistics, mean and standard deviation, were used in data analysis. Teamwork and collaboration dimension from the Healthcare Professional Competency Instrument (HPCI) and interdisciplinary collaboration subarea from Revised Humane Caring Scale (RHCS) (Kvist et al., 2013) were used with five-point Likert Scales (1: Never/Strongly Disagree, 2: Rarely/Disagree, 3: Sometimes/Cannot Say, 4: Very Often/Agree, 5: Always/Strongly Agree) for HCPs and patients, respectively.

**Results:** Altogether 33 nurses, 14 physicians and 22 patients responded to the survey. The overall perception of teamwork and collaboration of HCPs ( $M = 4,51$ ;  $SD = ,444$ ) and patients ( $M = 4,17$ ;  $SD = ,711$ ) was high. These results are supported by studies with the mean score 4,36 of nurses (Lazarte, 2016) and 4,32 for patients (Voutilainen et al., 2015). Cronbach's alpha of teamwork and collaboration dimension was 0,87 and 0,794 for HCPs and patients, respectively. Overall, HCPs who had worked for > 15 years reported higher competent in collaboration level ( $M = 4,65$ ) than others. This result indicated that working experience has positive impact on healthcare providers' collaboration level. HCPs evaluated their teamwork and collaboration level in medical, surgical, pediatrics, and critical care areas with mean score 4,46; 4,51; 4,57; and 4,66 respectively. In addition, this study showed that younger patients were more satisfied interdisciplinary team ( $M = 4,22$ ) than elderly patients ( $M = 4,128$ ). Educated patients reported high satisfaction ( $M = 4,42$ ) compared to patients with no degree ( $M = 4,13$ ). This result is supported by Karlstedt et al. (2015) and Goh et al. (2015) that stated patient satisfaction is influence by age and educational level.

**Conclusion:** This study indicated that teamwork and collaboration level of healthcare professional was excellent. Demographic factors played an important role on interdisciplinary collaboration to improve quality of care and safe practice at healthcare setting. This pilot study and subsequent analysis open the floor for the main study to cover big sample size and include the other healthcare professionals' competencies.

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### Title:

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**Keywords:**

Healthcare professionals, Patients and collaboration

**Abstract Summary:**

Participants will get an overview about the healthcare professionals' and patients' perceptions of teamwork and collaboration at tertiary hospital in Oman. The response rate was 92%, 70% and 73% for nurses, physicians and patients respectively. This study indicated that collaboration from different perspectives stands in an excellent level.

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**First Primary Presenting Author*****Primary Presenting Author***

Fatma Al Jabri, MSc, RN  
University of Eastern Finland  
Department of Nursing Science  
PhD candidate  
Kuopio  
Finland

**Author Summary:** Ms. Fatma Al Jabri is a PhD candidate at University of Eastern Finland under supervision of Prof. Hannele and Prof. Tarja. Beside this, she is giving lectures as a part time. She published 4 scientific papers in international conferences. She is an active research member across sultanate of Oman and international. she got an outstanding in her work performance and research development.

Second Secondary Presenting Author

***Corresponding Secondary Presenting Author***

Tarja Kvist, PhD, MSN, BSN, RN  
University of Eastern Finland  
Department of Nursing Science  
Associate Professor  
Kuopio  
Finland

**Author Summary:** Tarja Kvist is Associate Professor working at the the University of Eastern Finland. Her research focus is on nursing leadership and care quality. Currently she is working as a Co-coordinator of INEXCA-Project funded By EU Horizon 2020.

Third Secondary Presenting Author

***Corresponding Secondary Presenting Author***

Hannele Turunen, PhD, RN  
University of Eastern Finland  
Department of Nursing Science  
Professor  
Kuopio  
Finland

**Author Summary:** Professor in Nursing, Nursing Manager at Kuopio University Hospital, Kuopio, Finland, Head of the Department Nursing Science, University of Eastern Finland Research topics: Patient Safety, Health Education, Health Promotion.