

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

Al Jabri, F., Kvist, T., & Turunen, H.

Introduction

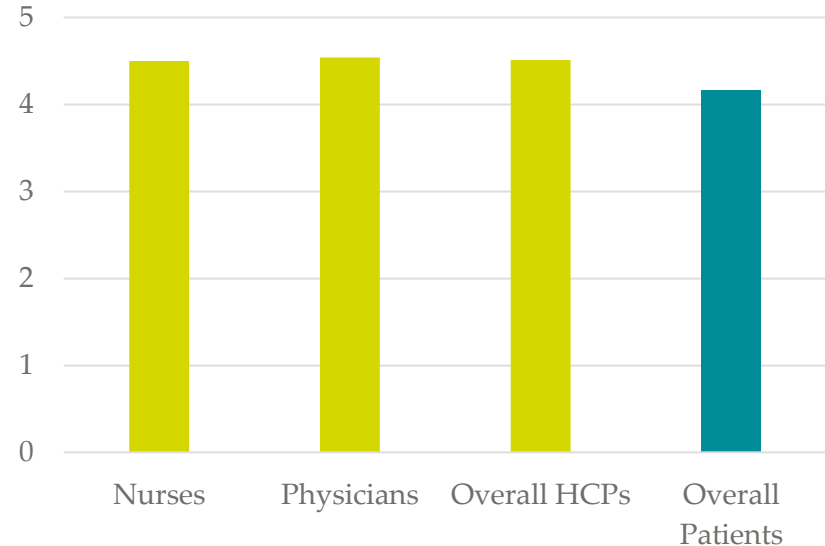
Background: Teamwork and collaboration (T&C) are fundamental for safety and quality care and transformable working environment.

Aim: Explore teamwork and collaboration from healthcare professionals (HCPs) and patients' perspectives.

Method: This pilot study used cross sectional design. Convenient sampling of 56 (36 nurses and 20 physicians) HCPs and 30 patients. T&C dimension from the Healthcare Professional Core Competency Instrument (HPCCI) and interdisciplinary collaboration subarea from Revised Humane Caring Scale (RHCS) were used.

Results

- Response rate was 84% of HCPs (33 nurses and 14 physicians) and 73% of patients (22 patients).
- The overall perception of T&C of HCPs and patients was 4.51 and 4.17, respectively – indicating excellent levels.
- HCPs with > 15 years of experience reported higher competence (M= 4.65) compared to others.
- Younger patients showed more satisfaction with the interdisciplinary team (M= 4.22) compared to elderly patients (M= 4.13).
- Educated patients reported higher satisfaction (M=4.42) compared to patients with no degree (M= 4.13).



Conclusions

- T&C were rated excellent by both HCPs and patients.
- Demographic factors of HCPs and patients played an important role on T&C to improve quality of care and safe practice at healthcare setting.
- The results of this pilot study provides insights into the level of quality care and patient satisfaction.