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## Effective Inter-Professional Collaboration: A key to Quality Medical Care

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### ABSTRACT

This study on Interprofessional Collaboration involves every professional group within the hospital. Its goal is to raise the standard of care provided to hospital patients. Secondary data analysis was employed in the study. Poor health care in Nigeria has resulted in residents' lives being of poor quality. Since people are naturally unwilling to share their hard-earned expertise, persuading them to engage and collaborate is one of the biggest challenges of effective collaborative practice. It has become nearly hard to document many triumphs in the country's health sector due to these idiosyncrasies. This work generated a comprehensive review of various ways and factors that can sensitize the management of hospitals on the need to provide enabling environment and support that would enhance interprofessional collaboration among health care providers. Poor interprofessional collaboration has been proven to have a detrimental effect on hospital patients care quality. This research suggests that management should establish a forum for conversation for all caregivers, through jointly planned seminars, conferences, and workshops held within the hospital and online. making them to see the need to share expertise knowledge as a solution to lack of quality of health care in Nigeria. Also, the Federal Ministry of Education should set up a committee to review and include interprofessional collaboration practices in the curriculum of both the Nigerian medical and paramedical students.

**Keywords:** Care providers, Effectiveness, Hospital, Inter-Professional Collaboration, Medical Care

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## I. INTRODUCTION

### I.1 Background to the Study

Everyone wants to receive high-quality medical care since it is wealth, regardless of class or religious standing. The process of providing the appropriate treatment to the appropriate patient at the appropriate time can be characterized as high-quality delivery of health care [1]. The structure, procedures, and results of healthcare delivery are measured for quality [2]. Delivery of high-quality healthcare services aims to boost patient satisfaction through treatment effectiveness improvements [3].

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Secure, effective, inclusive, integrative, patient-centred, equitable, cost-effective, well-resourced, and population health-focused are the nine signs that a health care delivery system is of high quality [3]. Every professional group working in a hospital is involved in interprofessional collaboration in the healthcare industry, including doctors, nurses, pharmacists, medical social workers, lab technicians, and other health workers that supports patient-centered care, such as Health Information Management Officers (HIMO), physical therapists, and others. These experts communicate with one another at various levels by exchanging patient information. In discussion fora, these professionals also work together more effectively [4].

## **2. PROBLEM DESCRIPTION**

One of the fundamental, universally acknowledged human rights for everyone, regardless of religion, culture, or socioeconomic status, is the right to high-quality healthcare. The residents of Nigeria, however, have a terrible quality of life as a result of the absence of high-quality healthcare. Even if the general people believed that this crucial service was not provided to a high enough standard, there are very few empirical studies to determine the degree of quality health care delivery in Nigeria [5, 6, 7, 8, 9]. According to published research, in addition to decreasing funding for health care, rising costs and facility breakdowns, a lack of coordination, fragmented service delivery, a shortage of resources, including drugs and supplies, inadequate and deteriorating infrastructure, unequal resource allocation and accessibility of services, Other factors that contribute to the delivery of substandard healthcare in Nigeria comprise ineffective inter-professional collaboration in the nation's health sector. Identified challenges of effective interprofessional collaboration include, labour protest (strike action), differences in payment and rewards, and rivalry among others [10]. Hence, the need for conducting this research.

## **3. OBJECTIVE OF THE STUDY**

The goal of this study is to discover in the literature what role interprofessional collaboration plays in providing high-quality medical treatment.

## **4. SIGNIFICANCE OF STUDY**

Policy makers, healthcare professionals, hospital administration, patients, and the general public would all benefit from the study's findings. The study's findings would inform hospital administration about the necessity of creating a conducive atmosphere and giving them the support they need to enhance interprofessional collaboration among medical care providers, eschew rivalry, promote cohesion and cooperation, so as to improve the performance of health care professionals which reduces operation and administrative costs and enhances patient safety, and enhance care outcome.

## **5. LITERATURE SURVEY OF INTERPROFESSIONAL COLLABORATION AND QUALITY MEDICAL CARE DELIVERY**

This section reviewed the works that have been done by scholars on interprofessional collaboration in health sectors. It appraised the conceptual, empirical and theoretical framework extensively.

### 5.1 Quality Health Service Delivery

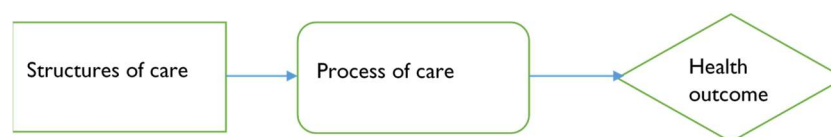
In contrast to just being free from illness or infirmity, health is a condition of whole physical, mental, and social well-being. Health refers to a state of excellent physical and mental wellbeing. Also considered to be a measure of health is the degree of functional or physiological efficiency [11, 12]. According to the available literature, traditional definitions of health care include the identification, management, and prevention of disease, injury, and other mental and physical disabilities in humans [13]. Specialists in medicine, chiropractic, dentistry, nursing, pharmacy, allied health, and other caregivers supply these services through the health care system at the municipal, regional, and federal levels.

According to the WHO, the degree of achievement of health systems, intrinsic objectives for health development, and response to reasonable population expectations constitute quality medical care [14]. In a related research, the Institute of Medicine defined nine categories of care that, independent of the survey's dimension, can serve as effective suggestions [11]. Regard for the patient's values, consideration of the patient's preferences and expressed needs, integration and coordination of care, knowledge, interaction, and education, general satisfaction, emotional support, involving family and friends, transition and continuity, and the availability of care are the nine domains earlier mentioned. No matter how big or where a country is, the health sector is becoming more and more crucial to its existence. However, most developing countries, including Nigeria, have just recently started implementing quality service in the healthcare system. According to studies, public health aims to promote healthy behaviors and prevent and cure disease in order to enhance people's health and quality of life.

The encouragement of healthy behaviors like hand washing and breastfeeding, the prevention of infectious diseases like the use of vaccines, and the circulation of condoms for the purpose of limiting the spread of HIV/AIDS and other sexually transmitted illnesses are a few examples of these public health interventions [14]. Health service quality assesses institutional framework, patient perceptions, healthcare procedures, and results that are related to one or more quality standards and/or that are linked to the capacity to deliver high-quality healthcare. These objectives for healthcare include providing timely, equitable, patient-centered, effective, safe, and efficient treatment. In order to boost patient satisfaction with the therapies provided and the efficacy of treatments, quality health care management must be implemented. Structure (physicians, hospitals, other professionals, infrastructure, tools and technology, and other resources of the organizations that provide care), Process (interaction between caregivers and patients), and Outcomes (the outcome of the treatment given) are three dimensions of quality health care that WHO identified [14].

### 5.2 Donabedian Model of Delivering High-Quality Health Services (1988)

The Donabedian model offers a framework for analyzing healthcare services and assessing the standard of treatment [15].



**Figure 1: Donabedian's Framework for Quality Healthcare (1988)**

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In agreement with WHO (2010), Othman, Nadzirah, Shahrim (2013), Shireen, Wenjuan, and Lindsay (2015), using Donabedian's set of guidelines, indicators of quality delivery of health care were divided into three general topics, notably: structure (facility infrastructure and commodity availability), process (provider's competence), and results (clients' overall happiness with services and awareness of their sexually transmitted infection prevention strategies). Results measure how well patients are doing as a result of their treatment [3, 14, 16]. Looking at Nigeria examples, previous research have studied the influence of insurance, hardship, and information on high-quality healthcare while others have investigated the role of particular health service delivered such as maternity health services, family welfare, and outpatient clinics [5, 6, 7]. The current study, however, looked at the provision of high-quality healthcare services from the providers' standpoint in order to predict the use of interprofessional cooperation techniques.

In their study, Ojo & Popoola (2015) assert that the effectiveness of the health information management system in Nigerian teaching hospitals depends on the quantity and calibre of information available to medical practitioners, the continuity of patient treatment, and the result [18]. A vital component of any successful health service delivery is the role of the care provider in the provision of high-quality healthcare. According to James' research, a wide range of employees are regarded as "health care providers," from the administrative staff who welcomes clients or patients in a clinic to the surgeon who performs a procedure or surgery, from the health educator who encourages safe sex practices and offers contraceptives to the shopkeeper selling drugs, like antibiotics, and items, like condoms for the avoidance of sexually transmitted illnesses [19].

The "technical and knowledge skill providers" have an impact on more than just service delivery; their thoughts, attitudes, and guidance may also foretell the services that customers will receive and the subsequent behavior of those clients. Ndhlovu (1995), and Khan, Patel, and Gupta (1995), two eminent scholars who wrote books on the subject, established thirteen components of high-quality health care delivery, including, Cost, accessibility to medical facilities, availability of preferred method, medical examination, attitude of staff and providers, waiting period, supply, water, and equipment availability, family planning education and information, integration of reproductive healthcare, privacy and confidentiality, competent staff, and experienced providers are just a few factors to consider [20]. Research on high-quality medical treatment is continuously ongoing. However, research has demonstrated that there is a substantial, positive correlation between high-quality medical care and customer satisfaction that extends beyond hospital settings and into other sectors of the economy. There is a link between the concepts of perceptions and expectations and excellent healthcare services. This indicates that consumers' assessments of the quality of a service frequently involve a comparison of what they anticipated from the service they received with what they actually received [[21, 22, 23].

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### 5.3 Practices of Interprofessional Collaboration

Collaboration is the process through which different parties (individuals, businesses, or organizations) join forces to complement or share resources [24] in order to provide information not already present in the hospital's internal systems and in the minds of the employees [25]. Professionals frequently work together to accomplish more or higher-quality tasks than they could alone [26].

In order to improve the usage and delivery of health services effectively for the benefit of patients, collaborative patient care is a worldwide concept and organization. This kind of cooperation happens when individuals choose to cooperate and provide resources in order to achieve a shared, long-term objective. When healthcare practitioners are more actively involved in meeting patients' healthcare requirements. It is the most intense sort of working relationship and is usually necessary. In order to deliver care to a shared population of patients, physicians and other providers must use complementary skills, knowledge, and competences and collaborate with one another in a spirit of mutual respect and trust known as collaborative care [27].

When numerous healthcare professionals with diverse professional backgrounds collaborate to give the greatest quality of treatment across contexts to patients, their families, careers, and communities, this is said to be practicing collaborative medicine. and defined interprofessional education as "learning about, from, and with one another by two or more professions to promote successful cooperation and better health outcomes." The team's composition may also be predicted by organizational standards, cultural traditions, and conventional practices seen in healthcare settings. Due to these factors, it is crucial that team members get a thorough awareness of and respect for the ways in which discipline-specific duties and responsibilities may be utilized to aid in the accomplishment of the group's common objectives [12].

Since information and experience are shared and numerous solutions to challenges are developed in a collaborative workplace, there is frequently a chance to gain insight from co-workers. Nevertheless, one of the biggest obstacles to providing successful collaborative care is a sufficient supply of doctors, nurses, and other healthcare professionals. In collaborative care settings, it is the duty of every team member to make sure that the patient gets timely, accurate, and consistent information. This will improve the quality and safety of care, as well as the coordination and efficiency of care, as well as boost provider's morale and prevent exhaustion among medical professionals. In order to give high-quality healthcare services, medical personnel must collaborate to establish collaborative patient care [28]. According to the literature, interprofessional collaborative practice "enhances patient and family oriented goals and values" and "involves active engagement of each discipline in patient care."

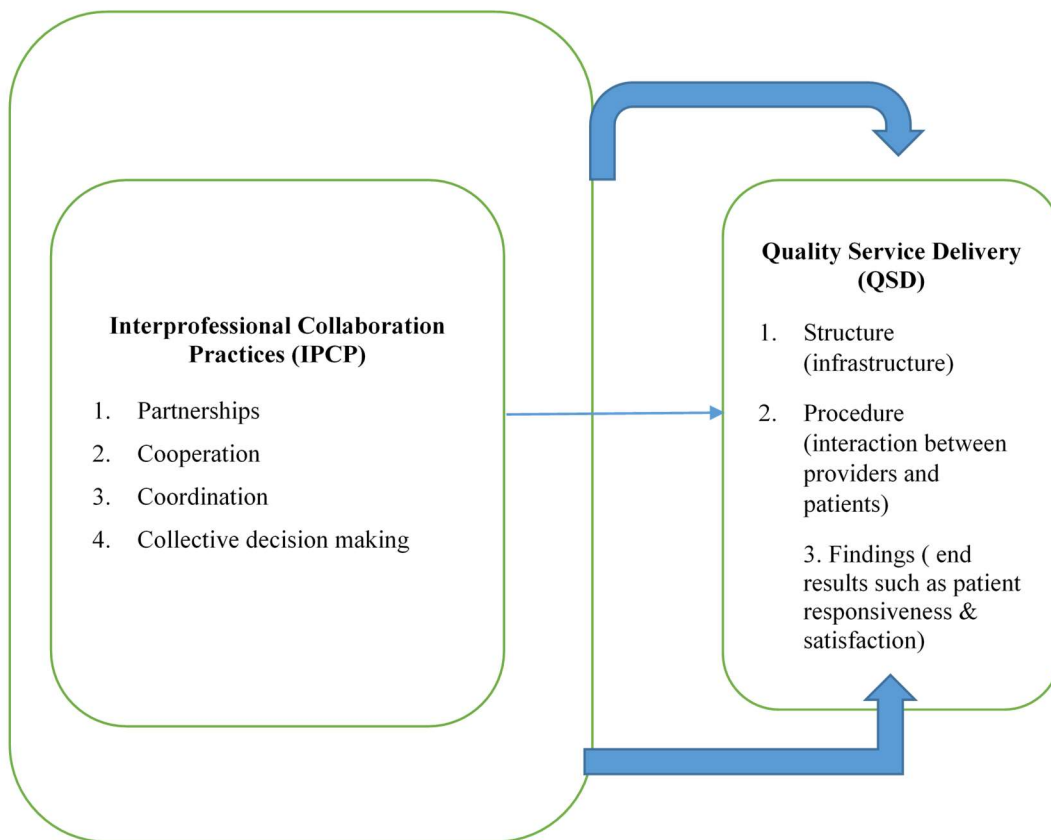
**Table 1: Sample of Empirical Review on Interprofessional Collaboration Practices**

Author	Method used	Aims	Findings
Dewi, 2021	Literature Review	To ascertain how patients would be affected by the implementation of interprofessional collaboration	Interprofessional collaboration has a positive impact, affecting patient safety, patient quality of life, and preventing medication error
Jon, 2012	Developed Simulation-based interprofessional collaboration practices (IPCP)	To compare the pre and post-simulations survey scores	A single IPCP simulation-based session can improve nurses' views of interprofessional care and attitudes regarding the part that other specialties play in providing patient care.
Parastoo, 2017	Experimental (selected two groups of intervention and control)	To ascertain how the collaborative care paradigm affects patients' quality of life	The intervention group outperformed the control group by a large margin. The quality of life of patients may be significantly improved through collaborative treatment.
Elijah, 2022	Cross-sectional	To find out the causes of interprofessional conflict and rivalry among healthcare professionals in Nigeria	Lack of optimal collaboration among care providers can result to poor quality health care services to the populace
D'amour, 2005	Literature review	To clarify certain interprofessional cooperation principles	The most prevalent were: cooperation, power, unity, and trust; excellent communication; and respect for the differing perspectives of team members.
Gakii, 2013	Survey	To determine the coordination mode of interprofessional collaboration.	Interaction, standardization of work practices, standardization of credentials, and quality requirements are the ways. When there are no established, defined regulations, interaction is the best form of cooperation and communication.
Muller-Juge, 2013	Survey	To find out the role perceptions and expectations of care givers towards Interprofessional collaboration	Interprofessional collaboration, which entails a collectively agreed distribution of duties and responsibilities that may change, is one of the most important factors for care workers to manage in order to give high-quality treatment.



Additionally, a key component of a collaborative patient-centered care is the involvement of patients, their family members, and hospital administration. These experts are expected to communicate with one another at various levels through exchanging patient information. Some help improve patient care by keeping medical records, while others help with laboratory services like medical testing and diagnostic procedures, others directly by administering and controlling medications, and still others by providing patient care through instruction and the use of non-medical methods.

Within the hospital, discussion forums like jointly organized seminars, workshops, and conferences encourage more collaboration between these skilled professionals. The provision of the highest caliber and most efficient treatment to patients who need numerous services is increasingly being seen as a major strategy of interprofessional collaboration. In a range of contexts, including primary health care, emergency rooms, and rehabilitation, interprofessional collaboration (IPC) is progressively becoming recognized as a way to enhance patient outcomes and the efficacy of care while lowering costs [27].



**Figure 2: Interprofessional Collaboration Practice (IPCP) Model and the Provision of High-Quality Health Services**

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In conclusion, many people believe that interprofessional collaboration is the key to unlocking health reforms and allowing for a significant revolution of healthcare. Effective cooperation raises the likelihood of collaborative partnerships by encouraging teamwork, a sense of belonging, excitement, and a welcoming environment. Collaboration restructures previously disjointed companies into one cohesive unit with a shared commitment to success. It enhances the knowledge and abilities of healthcare workers working in various disciplines and levels of care. The elements of a collaborative partnership include a dedication to shared connections and objectives, a collaboratively created structure and a shared sense of responsibility, reciprocal authority and accountability for achievement, and the distribution of resources and incentives.

## **6. METHODOLOGY**

Secondary data analysis method was adopted in this study. Seventy-eight articles were reviewed, of which only 37 were found relevant to this study. 13 were empirical and 24 desk papers. The methodology mostly used in the empirical works was survey, while literature review was majorly used for the desk papers.

## **7. RESULTS AND DISCUSSION**

It was determined from the literature that research on the idea of high-quality healthcare and interprofessional cooperation is still ongoing. But the study found that collaborative practice requires each profession to actively participate in care delivery [27]. The vast majority of patients stated that they would prefer to participate in decisions regarding their care. Better health outcomes result from patients who are more engaged in their medical choices and are more likely to adhere to treatment plans. However, evidence suggests that there may be some difficulties with healthcare professional preconceptions of the advantages of the aforementioned shared decision-making [35]. Ample money and financial allocation to the health sectors are significant indications of the implementation of comprehensively high-quality healthcare services, in addition to structure, procedure, and outcomes. The attitude of the healthcare staff, the speed with which services are provided, the exchange of information between patients and healthcare experts, as well as the availability of equipment, all play a role in the delivery of high-quality healthcare at any healthcare institution [23]. Results showed that quality patient care is positively impacted by effective interprofessional collaboration in the health sector [29, 30, 31, 36, and 37].

## **8. CONCLUSION AND RECOMMENDATIONS**

Having done extensive review on this work, majority (90%) of the work reviewed said that there is a connection between interprofessional collaboration and quality medical care, that is, interprofessional collaboration influences medical care, such that, it drastically reduces mortality rate and improves medical care outcome. Therefore, it is agreed that interprofessional collaboration has influence on medical care. This means that, if there is effective interprofessional collaboration among health care providers, there will be improved quality medical care in Nigerian hospitals. Based on the findings presented above, I hereby recommended that the management should establish a discussion forum for all caregivers, such as by holding joint seminars, conferences, and workshops both inside the hospital and online, to help them understand the importance of sharing knowledge and expertise as a remedy for Nigeria's poor quality of healthcare.



Also, the Federal Ministry of Education should set up a committee to review and include interprofessional collaboration practices in the curriculum of both the Nigerian medical and paramedical students.

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