

ASSESS PERCEPTION AND BARRIERS OF INTERPROFESSIONAL COMMUNICATION AMONG NURSES IN SHAIKH ZAYED HOSPITAL, LAHORE PAKISTAN

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ABSTRACT: *One of the mean to develop trust among team members is Inter-professional communication. In health care set up Interprofessional communication directly linked to patient care. Lack of effective Interprofessional communication can lead to less job satisfaction. The purpose of this study was to assess the barriers of Interprofessional communication as perceived by staff nurses.*

A descriptive, quantitative cross sectional study was conducted in Sheikh Zayed Hospital Lahore. The population for this survey consisted on 197 staff nurses. An adopted questionnaire covering the subject of Interprofessional communication was disseminated to staff nurture straightforwardly included in patient care. Convenient sampling technique used to collect data from participants.

All of the respondents were female (100%). Majority of respondents were between the ages of 26-30 years 57.4%. Majority of respondents have 6-10 years of job experience 46.2% with permanent job 66.5%. Majority of respondents was diploma holder (121) 61.4%. Majority of respondents respond positively 72.6% that Patient care could be improved by increasing the level of Inter-professional communication. Most of respondents respond positively 74.6% that job stress is a potential barrier of Interprofessional communication.

Members perceived the impact of Interprofessional communication on the nature of patient care and concurred that expanding the level of Interprofessional communication would have a positive effect. Poor Interprofessional communication was a wellspring of word related worry for study members. Moreover, members saw that expanding the quality and amount of Interprofessional communication would build their job satisfaction.

Key Words: Interprofessional communication, perception, barriers, job satisfaction, occupational stress.

INTRODUCTION

Health care providers speak with each other in an open, cooperative and dependable way; this is known as Inter-professional communication [1]. Inter-professional communication is a means of communication in which two or more members discuss, implement and deliver their best for an organization. Inter-professional communication among health workers gives the best results as well as for the organization and also for the patients [2]. One of the mean to develop trust among team members is Inter-professional communication. For the safety and well being of patients, communication is one of the key points. Inter-professional communication represents an approach to care where hospital staff collaborates to provide an integrated and cohesive response to the needs of patients and contribute to a cost-effective system of care delivery [3]. More specifically Inter-professional communication occurs when two or more professionals learns about to work with each other to improve effective outcomes [4]. Effective Inter-professional communication enable the health professional to work in a peaceful environment that will be very helpful to improve quality of care [5]. According to King (2015) Inter-professional communication grows in an environment of mutual respect. The mutually share decision and responsibilities with joint plans are promoted via positive approach for achievement of well established goals. Lack of understanding about Inter-professional communication among nurses results in confusion about the different roles of health care professionals which in turn leads to occupational stress [6].

There are multiple barriers of Inter-professional communication which affects the patients care and the reputation of the organization. The limited understanding of

other professionals regarding nursing practices is a major barrier that results in limited sharing of information leads to inefficient patient care [7]. Effective nurse-physician and other health workers communication is not only beneficial to patients, but also to healthcare professionals, organizations and society [8]. Besides the safe, quality care that patients derive from it, the benefits of effective nurse-physician and other health care workers communication include job satisfaction, less burnout for healthcare professionals, cost-efficiency and overall satisfaction [8]. Heavy workload and inadequate staffing are major barriers of communication among staff nurses and health care providers that affect quality of care provided to patients. 68% named "Wellbeing experts not cooperating or not conveying, as a group"[6].

RESEARCH QUESTION:

- 1- How does a nurse perceive Inter-professional communication?
- 2- What are the barriers that effect Inter-professional communication?

OBJECTIVES OF STUDY:

- To understand the perception of Inter-professional communication among nurses.
- To identify the barriers of Inter-professional communication.

PURPOSE OF STUDY:

The purpose of this study was to assess perception and barriers of Inter-professional communication among staff nurses in Sheikh Zayed Hospital Lahore.

METHODOLOGY

MATERIALS AND METHODS:

Data was collected from Staff Nurses of Sheikh Zayed Hospital Lahore. The questionnaires of five point Likert Scale distributed among staff nurses.

STUDY DESIGN:

The study design for this research was quantitative descriptive cross sectional study design.

STUDY AREA:

This study was conducted at Sheikh Zayed Hospital Lahore.

STUDY POPULATION:

All staff nurses working at Sheikh Zayed hospital Lahore was my study population.

SAMPLE SIZE

Total population was 390.

Sample size for this study was 197 according to Solvin's formula.

SAMPLING TECHNIQUE:

Convenient sampling technique used for this study.

RESEARCH TOOL:

A well-constructed Likert Scale questionnaire by Stacey Q. Deshkulkarni, 2009 was distributed among staff nurses of Sheikh Zayed Hospital Lahore. Questionnaire consisting of five responses that was

(a) Agree (b) Strongly Agree (c) Neutral (d) Disagree (e) Strongly Disagree.

INCLUSION CRITERIA:

All Staff nurses working in Sheikh Zayed Hospital Lahore was included in this study.

EXCLUSION CRITERIA:

Head nurses and student nurses of Sheik Zayed Hospital were excluded from this study.

DATA COLLECTION PLAN:

A well-constructed questionnaire by Stacey Q. Deshkulkarni (2009) was used to collect data from staff nurses about their perception and barriers of Inter-professional Communication.

DATA ANALYSIS:

Data analysis was done by Statistical Package for the Social Sciences (SPSS) version 21.

TIME FRAMEWORK:

This study has been done in 3 months i.e. from Feb, 2017 to April, 2017.

ETHICAL CONSIDERATIONS:

For this research purpose I got permission from principal of Lahore School of Nursing, University of Lahore. After approval from principle I also got permission from the Chief Nursing superintendent of Sheikh Zayed Hospital Lahore for collection of data from staff nurses of Sheikh Zayed Hospital. For collection of data from participant, enough data of research was given to members the assistance of full assent shape and that was accomplished by means of a letter connect to the survey. Confidentiality and Secrecy was considered by educating members.

RESULTS

According to this study understanding of Inter-professional communication plays a key role among nurses and other health care staff.

Table: 1 shows the age of participants, out of 197 participants, 25.9 % were between the age of 21 – 25 while another 57.4 % were from the age of 26-30, and 16.8% were above 30 years.

Table: 2 shows work experience of participants, out of 197 participants, 39.1 % having work experience of 1-5 years, 46.2% have more than 6-10 years experience and 14.7% have more than 10 years experience.

Table: 3 shows the qualification of participants, out of 197 participants, 61.4 % qualified diploma in Nursing / Midwifery, 25.4% participants were qualified Post RN/BS Nursing, and 13.2% were Specialized Nursing.

Table: 4 shows job condition of the participants, out of 197, 66.5 % participants have Permanent Job, while other 26.9% participants on contract, and 6.6% on Ad hoc.

Table: 5 shows that patient care could be improved by increasing the level of Interprofessional communication in health care, out of 197 participants, 17.8% strongly disagree, 7.1 % respondent disagreed, 40.6% agreed, 32.0% strongly agreed and 2.5 % showed no concern.

Table: 6 shows that the Poor inter-professional communication is source of occupational stress for nurses, out of 197 participants, 5.6% respondents strongly disagreed, 20.8 % respondent disagreed, 36.5% agreed, 35.5% showed strongly agreed and 1.5 % showed no concern.

Table:7 shows that the job satisfaction would be improved if inter-professional communication among nurses improved, out of 197 participants, 4.6% respondents strongly disagreed, 12.2 % respondent disagreed, 48.2% agreed, 33.0% strongly agreed and 2.0 % had no opinion.

Table: 8 show that the limited understanding of other professions, scopes of practices are a barrier of Interprofessional communication, out of 197 participants, 8.6% participants strongly disagreed, 21.8% respondent disagreed while another 43.7% agreed, 22.3% strongly agreed and 3.6% had no opinion.

Table: 9 show that Other professional group, poor understanding of your scope of practices is a barrier of Interprofessional communication, out of 197 participants, 3.6% participants strongly disagreed, 22.3% respondent disagreed while another 47.7% agreed, 19.3% strongly agreed and 7.1% have no opinion.

Table: 10 show that Job stress is a barrier of Interprofessional communication, out of 197 participants, 3.6% participants strongly disagreed, 11.2% respondent disagreed, 50.8% e agreed, 28.9% strongly agree and 5.6% had no opinion.

Table: 1 Age Of Subject

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	21-25	51	25.9	25.9	25.9
	26-30	113	57.4	57.4	83.2
	above 30 y	33	16.8	16.8	100.0
	Total	197	100.0	100.0	

Table: 2 Work Experience of Subject

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	1-5 years	77	39.1	39.1	39.1
	6-10years	91	46.2	46.2	85.3
	Above 10 years	29	14.7	14.7	100.0
	Total	197	100.0	100.0	

Table: 3 Qualification of Subject

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Diploma Nursing/Midwifery	121	61.4	61.4	61.4
	Post RN/BS Nursing	50	25.4	25.4	86.8
	Specialized Nursing	26	13.2	13.2	100.0
	Total	197	100.0	100.0	

Table:4 Job Condition of Subject

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Permanent	131	66.5	66.5	66.5
	Contract	53	26.9	26.9	93.4
	Ad hoc	13	6.6	6.6	100.0
	Total	197	100.0	100.0	

Table: 5 Patient Care could be improved by increasing the level of inter-professional communication in health care

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	35	17.8	17.8	17.8
	Disagree	14	7.1	7.1	24.9
	Agree	80	40.6	40.6	65.5
	Strongly Agree	63	32.0	32.0	97.5
	No Opinion	5	2.5	2.5	100.0
Total		197	100.0	100.0	

Table: 6 Poor inter-professional communication is source of occupational stress for nurses

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly disagree	11	5.6	5.6	5.6
	Disagree	41	20.8	20.8	26.4
	Agree	72	36.5	36.5	62.9
	Strongly Agree	70	35.5	35.5	98.5
	No Opinion	3	1.5	1.5	100.0
	Total	197	100.0	100.0	

Table: 7 Job satisfactions would be improved if inter-professional communication among nurses improved.

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	9	4.6	4.6	4.6
	Disagree	24	12.2	12.2	16.8
	Agree	95	48.2	48.2	65.0
	Strongly Agree	65	33.0	33.0	98.0
	No opinion	4	2.0	2.0	100.0
	Total	197	100.0	100.0	

Table: 8 Your limited understanding of other professions, scopes of practices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Stongly Disagree	17	8.6	8.6	8.6
	Disagree	43	21.8	21.8	30.5
	Agree	86	43.7	43.7	74.1
	Strongly Agree	44	22.3	22.3	96.4
	No Opinion	7	3.6	3.6	100.0
	Total	197	100.0	100.0	

Table: 9 Other professional group, poor understanding of your scope of practices

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	3.6	3.6	3.6
	Disagree	44	22.3	22.3	25.9
	Agree	94	47.7	47.7	73.6
	Strongly Agree	38	19.3	19.3	92.9
	No Opinion	14	7.1	7.1	100.0
	Total	197	100.0	100.0	

Table: 10 Job Stress

		Frequency	Percent	Valid Percent	Cumulative Percent
Valid	Strongly Disagree	7	3.6	3.6	3.6
	Disagree	22	11.2	11.2	14.7
	Agree	100	50.8	50.8	65.5
	Strongly Agree	57	28.9	28.9	94.4
	No opinion	11	5.6	5.6	100.0
	Total	197	100.0	100.0	

DISCUSSION:

According to this study understanding of Inter-professional communication plays a key role among nurses and other health care staff. Statistically, 73% of nurses understand that patient care quality could be improved with good Interprofessional communication. There is a direct link between communication and patient outcome [9]. Nurses and doctors are prepared diversely and they display contrasts in communication styles. Inner selves, absence of regard, sloppiness and auxiliary chains of command obstructed connections and correspondences.

Mutual understanding of professional roles and acceptance of collaboration as one actionable process to augment improved patient outcomes can break down barriers to Interprofessional communication. Successful collaborative practice is dependent upon mutual respect and recognition of roles and practices of other professional [10].

Finding of the study that 73% of nurses were positively agreed that poor Interprofessional communication results in occupational stress and less job satisfaction. Heavy workload and inadequate staffing are major barriers of communication among staff nurses and health care providers that affect quality of care provided to patients and result in occupational stress and less job satisfaction. 68% named "Health professionals not working together or not communicating as a team"[6].

After evaluation of study the Your limited understanding of other professions, scopes of practices 66.3%, Other professional group, poor understanding of your scope of practices 67 Job stress 74.6%, are the potential barriers of Interprofessional communication among nurses. Absence of communication makes circumstances where blunders can happen. These blunders can possibly bring about serious damage or startling patient passing [11].

CONCLUSION:

It is concluded that most of nurses understand that with good Interprofessional communication quality of patient care could be improved and it is helpful to reduce occupational stress and increase job satisfaction. But on the other hand, less understanding of nurses about other professional's practices, other professionals less understanding about the nursing profession and job stress are the major barriers of

Interprofessional communication that causes breakdown in Interprofessional communication that leads to compromised patient care resulted in less job satisfaction and increase occupational stress.

Strength:

- ▶ A deep and broad literature search strengthened this article.
- ▶ Confidential and anonymous nature of the study had motivated the public of hospital to put forward their point of view related to this study.
- ▶ This study, conducted in Pakistani Context which assess barriers of inter-professional communication as perceived by Staff Nurses.

Limitations:

The study has certain limitations that need to be acknowledged in the interpretation of the results.

- ▶ This is a descriptive cross-sectional study; therefore inferences related to the causality of the association could not be drawn.
- ▶ Comparative analysis could not be possible as the data was collected from only one setting.
- ▶ As the convenient sampling was deployed for recruiting the participants hence, all the participants were female and male nurses were not involved in this study.

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