



THE PHARMACIST-NURSE-LABORATORY INTERPROFESSIONAL COMMUNICATION AND COOPERATION TO IMPROVE PATIENT SAFETY AND HEALTHCARE QUALITY

Marzooq Shabeeb Mohammad Aldoosari^{1*}, Mohammed Abdullah M Alwadei¹, Mohrah Mohammed Alqahtani¹, Shujaa Aiyed Alsulaimani¹, Sultan Falah Sultan Alqahtani¹, Saad Hawfan Alshamrani¹, Amani Abass Alsabban¹, Yahya Ali Yahya Al. Sawadi¹, Kholoud Shaya Salem Alqahtani¹, Waleed Owaid Alsaadi¹, Ohood Shoey Mohammed Ati¹, Rashed Barrak Saeed Albarrak¹

Abstract

The effectiveness of healthcare provision is intricately linked to the caliber of collaboration and interprofessional communication among healthcare personnel. The objective of this study is to investigate the various impacts of interprofessional collaboration, which encompasses the participation of laboratory experts, pharmacists, and nurses, on healthcare outcomes and patient safety. The primary objective of this comprehensive investigation is to synthesize existing scholarly works, empirical findings, and theoretical frameworks in order to offer a lucid understanding of the significance of effective interprofessional collaboration and communication within healthcare settings. The purpose of this evaluation is to assess the impact of healthcare professionals' collaboration, communication, and cohesive teamwork on various dimensions of healthcare. The researchers employed a systematic search methodology to identify pertinent studies in electronic databases, including Cochrane Library, PubMed, MEDLINE, and Wb of Science. Research articles that examine the impact of interprofessional collaboration on patient safety, healthcare outcomes, and the participation of laboratory experts, pharmacists, and nurses in enhancing healthcare provision are considered for inclusion. The analysis underscores the critical importance of laboratory specialists, nurses, and pharmacists in enhancing patient safety and healthcare outcomes through effective interprofessional collaboration and communication. The significance of effective collaboration and interaction between professionals in healthcare settings is underscored by the examination of contemporary literature. This underscores the need for healthcare practitioners to operate as a unified unit, utilizing consistent communication and cooperation methods, in order to ensure optimal patient care and quality of healthcare.

Keywords: Interprofessional communication, Laboratory, nurse, pharmacist, patient safety, healthcare outcomes, medication management, care coordination, healthcare quality

¹*Kingdom of Saudi Arabia, ministry of health

***Corresponding Author:** Marzooq Shabeeb mohammad Aldoosari

*Kingdom of Saudi Arabia, ministry of health

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1. Introduction

Interprofessional cooperation (IPC) is a growing trend in healthcare, aiming to improve patient care by fostering patient-centered collaboration among healthcare team members. This approach reduces medical errors, shortens hospital stays, and lowers death rates. The World Health Organization emphasizes the importance of IPC in maintaining high standards of medical care. An example of a patient-centered interprofessional service is pharmaceutical care, where a doctor and pharmacist work together to deliver high-quality health services (1,2,3).

Interprofessional communication and cooperation (IPCC) is a crucial process among healthcare professionals to exchange information and work together to provide optimal patient care. It is particularly important in high-stakes drug administration situations. However, challenges like insufficient time, money, trust, respect, role clarity, and coordination among pharmacists, nurses, and laboratory personnel hinder its effectiveness. Therefore, it is essential to examine the current state of IPCC, identify factors that promote or hinder it, and propose strategies to improve its practice (4).

The International Pharmacists, Nurses, and Laboratory Personnel Conference is a complex and multifaceted field with differing definitions and perspectives. Current research primarily focuses on patient-level benefits, neglecting organizational and professional aspects. The authors identified various obstacles and enablers of IPCC, including human, interpersonal, organizational, and environmental aspects. However, there is a lack of comprehensive literature on interventions and suggestions to improve IPCC, as well as limited information on the efficacy and long-term viability of these interventions.

This research examines the literature on IPCC in pharmacy, nursing, and laboratory work, highlighting its limitations and shortcomings. It aims to raise awareness among healthcare professionals, researchers, educators, and policymakers about IPCC's significance and challenges. The authors propose future research and practice to improve IPCC, ultimately enhancing patient safety and healthcare outcomes.

2. Methodology

This literature review focuses on interprofessional communication and cooperation among pharmacists, nurses, and laboratories, examining their contribution to improving patient safety and healthcare outcomes. The review will include studies on the effects of interprofessional

cooperation on patient safety, medication management, care coordination, diagnostic accuracy, and healthcare quality. The review will include publications in English and other languages, with translations provided for non-English sources. Exclusion criteria include sources not under peer review, unpublished materials, and non-relevant literature.

2.1. Search Strategy

- Methodical investigation of academic databases like PubMed, CINAHL, Scopus, Web of Science.
- Use of standardized terminology and unrestricted text-based keywords on "interprofessional communication," "pharmacist-nurse collaboration," "laboratory communication," "patient safety," "healthcare outcomes."
- Application of Boolean operators (AND and OR) for comprehensive literature coverage.
- Exclusion of articles from multidisciplinary domains like pharmacy, nursing, laboratory medicine, and healthcare administration.

2.2. Inclusion and Exclusion Criteria

- Inclusion: Scholarly papers, empirical research, reviews, theoretical frameworks from peer-reviewed journals, academic publications, and conference proceedings.
- Exclusion: Unpeer-reviewed sources, unpublished materials, and non-relevant literature.

3. The Role of Pharmacist-Nurses-Laboratories in Interprofessional Collaboration

Pharmacists are healthcare specialists with expertise in pharmaceuticals and play a crucial role in Infectious Disease Control (IPC) by delivering pharmaceutical care, which involves responsible administration of medication treatment to enhance a patient's quality of life (5,6). They work alongside doctors, nurses, laboratory staff, and other healthcare providers to ensure the secure, efficient, and logical utilization of medications for patients. Pharmacists offer comprehensive guidance on indications, doses, administration methods, frequencies, durations, and potential adverse reactions of medications, while addressing any inquiries or concerns from patients or other healthcare practitioners (7). They supervise the curative and detrimental impacts of medications, modify treatment as necessary according to clinical and laboratory information, and provide instruction and guidance to patients and their caregivers on the

proper use, storage, and disposal of medications (8,9).

Nurses provide comprehensive and hands-on care to patients, promoting their physical, mental, and social welfare. They serve as the main point of contact and representative for patients, organizing and facilitating the exchange of information and cooperation among various healthcare specialists (10,11). Nurses routinely perform pharmaceutical action, including informational sessions, therapy adherence surveillance, and adverse drug response recognition (12). However, they encounter several obstacles when it comes to ensuring safe patient care in relation to medication monitoring and interprofessional teamwork (13,14).

Laboratories are specialized institutions that conduct a wide range of examinations and evaluations on biological specimens obtained from patients, including blood, urine, saliva, and tissue (15,16). They contribute significantly to IPC by providing precise and prompt data and information that can aid in the diagnosis, monitoring, and treatment of patients (17,18). Tasks that labs may carry out in IPC include receiving and analyzing samples obtained from patients, conducting tests and analyses on the samples, presenting and analyzing the outcomes and discoveries of the tests and analyses, engaging in communication and consultation with doctors, pharmacists, nurses, and other healthcare professionals about the choice, execution, and understanding of tests and analyses (19), engaging in quality assurance and improvement endeavors, and engaging in research and innovation to create and assess novel or enhanced tests and analyses, and sharing the resulting knowledge and evidence with key stakeholders (20).

4. Improving Patient Safety

Improving patient safety in healthcare is a critical goal, and the cooperation of pharmacists, nurses, and laboratory specialists is essential for achieving this (21,22). Efficient communication and teamwork among these professionals are crucial for providing secure and top-notch treatment to patients (23). Interprofessional cooperation involves the collaboration of healthcare experts from various disciplines, working together to provide complete and coordinated care (24).

Pharmacists play a vital role in improving patient safety by using their knowledge in drug management to ensure correct prescriptions, dosages, and frequency while minimizing potential drug interactions and adverse effects (25). They collaborate closely with nurses and laboratory experts to assess drug orders, observe patients'

reactions, and provide instruction on proper drug use. Nurses play a crucial role in patient care, often being the first to detect safety issues. They work closely with pharmacists to authenticate medicine orders, dispense drugs securely, and monitor patients for adverse reactions (26).

Laboratory personnel perform diagnostic tests and deliver precise and prompt findings to assist in patient care. Collaboration between pharmacists and nurses is crucial in assuring the right ordering of laboratory tests, collecting and labeling specimens, and accurate interpretation and communication of test findings. Laboratory workers also play a crucial role in discovering medication-related problems, such as drug interactions or therapeutic monitoring, by interpreting laboratory data (27).

Interprofessional cooperation enhances communication and information exchange among healthcare team members, resulting in better coordination of care and prompt actions to address patient safety issues. Through collaborative efforts, pharmacists, nurses, and laboratory specialists can detect and rectify possible mistakes in medicine administration and diagnostic tests, averting adverse events and minimizing patient damage. The combined efforts of these specialists can improve patient education and empowerment; ensuring individuals understand their prescriptions, the importance of diagnostic testing, and effective health management methods (28-30).

5. Education for Interprofessional Collaboration

Interprofessional cooperation is a crucial aspect of healthcare, involving the collaboration of healthcare professionals from various disciplines to provide comprehensive patient care (31). Successful interprofessional cooperation requires a deep understanding of each other's duties, obligations, and proficiency, as well as exceptional communication and teamwork abilities (32,33). Training and education programs are essential for providing healthcare workers with the necessary information and skills to participate in successful interprofessional cooperation (34).

An essential aspect of training for interprofessional cooperation is cultivating a comprehensive understanding of the distinct roles and responsibilities associated with different healthcare professions. Healthcare professionals possess specialized knowledge and specific responsibilities within their respective fields, which is crucial for efficient communication. Training programs provide healthcare workers with the opportunity to learn about their peers' responsibilities, understand

the unique contributions each field makes to patient care, and appreciate their colleagues' skills (35,36). Effective communication and teamwork abilities are also prioritized in training programs. Efficient communication is vital for the dissemination of information, decision-making processes, and synchronization of care among healthcare team members. Acquiring proficiency in collaboration abilities can enable healthcare practitioners to cooperate, address disputes, and provide mutual assistance in providing exceptional healthcare (37). Interprofessional education emphasizes the importance of collaborative practice and collective decision-making. Healthcare practitioners must acquire the skills to actively include patients in their treatment, engage them in decision-making, and demonstrate respect for their choices and beliefs (38). Simulation-based training is an effective method for equipping healthcare personnel with the necessary skills for interprofessional cooperation (39). These simulations provide a controlled environment for healthcare professionals to collaborate and use their expertise in real patient care situations. To optimize the efficacy of training and education for interprofessional cooperation, healthcare organizations and academic institutions should use strategies such as interprofessional training programs, continuous educational and professional development programs, and interprofessional education initiatives (40,41).

6. Conclusion and Recommendation

This review highlights the importance of collaboration and interprofessional communication between healthcare professionals, including laboratories, nurses, and pharmacists, to improve patient safety and overall healthcare outcomes. The study highlights the impact of efficient interprofessional cooperation on healthcare provision, patient satisfaction, and healthcare excellence. To promote interprofessional cooperation, healthcare institutions should prioritize the establishment of collaborative frameworks, such as multidisciplinary rounds, collaborative educational efforts, and shared decision-making procedures. Allocating resources towards technology and health information systems can also enhance interprofessional collaboration and information exchange. Healthcare organizations should use cutting-edge technologies, telehealth platforms, and health information exchange systems to facilitate smooth communication and improve care coordination. Professional development and interprofessional education programs should be included in

healthcare curriculum and ongoing education activities to promote effective collaboration across professional boundaries. Encouraging fairness and inclusivity within interprofessional teams is crucial, prioritizing cultural competency, diversity, and inclusion to create successful healthcare environments. By applying these suggestions, healthcare organizations can enhance the influence of interprofessional cooperation on patient safety and healthcare outcomes, ultimately improving the quality and effectiveness of healthcare delivery.

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