

Enhancing Patient-Centered Care through Interprofessional Collaborative Teamwork Strategy

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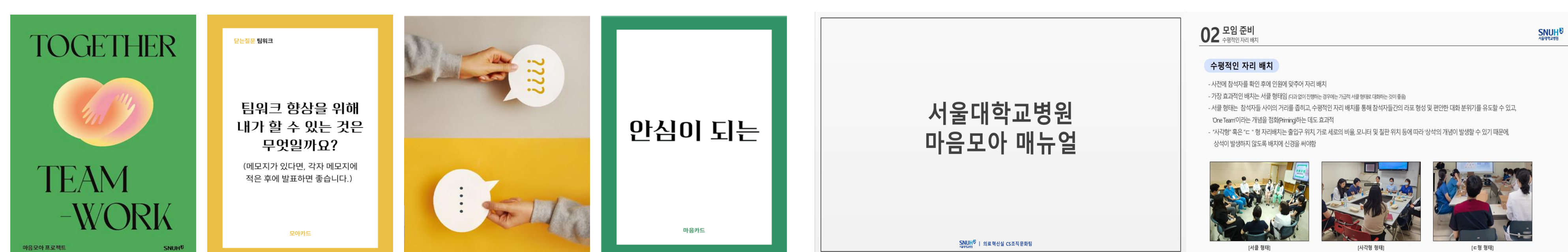
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INTRODUCTION & AIM

- Focusing on patient-centered care is essential for enhancing the quality of healthcare. It aims to create positive patient experiences by delivering medical treatment that is customized to individual preferences, needs, and values.
- The medical field comprises a diverse range of professions, each with unique structures. The interactions among these professions play a crucial role in shaping patient experiences and ultimately influencing outcomes.
- This study is focused on examining how interprofessional collaborative teamwork strategies can be utilized to enhance patient-centered care within the medical environment.

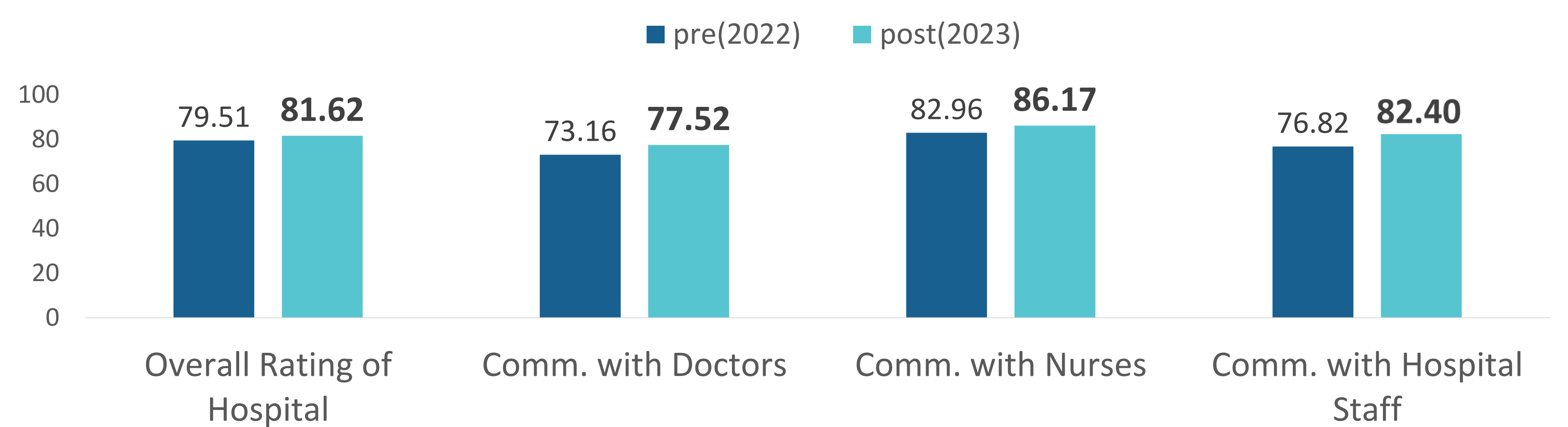
RESULTS

- We established **‘HeartTogether’ teams comprising seven different professions** and organized a range of activities to significantly enhance patient-centered care. These activities encompassed multiple workshops with a total of 52 participants and **an examination of the effectiveness of operational tool and manual.**



<'HeartTogether' Teamwork Workshop's operational tool and manual>

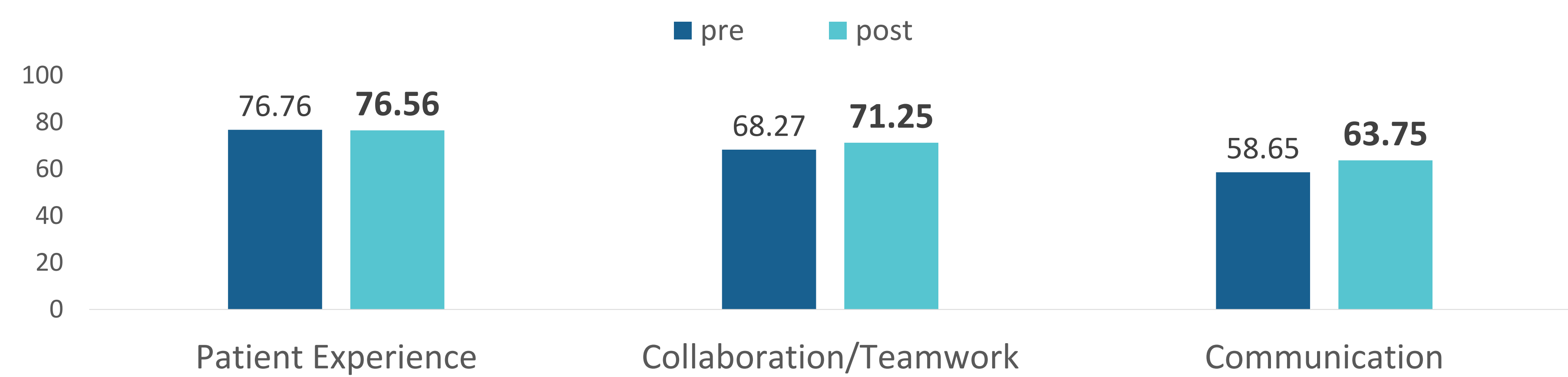
- Based on a **patient experience survey** (n=340), there has been a **2.65% increase** in patients, leading to a score of **81.62** compared to the previous year.



Indicator	Pre (n=243)		post (n=340)		t	p value
	Mean	SD	Mean	SD		
Overall Rating of Hospital	79.51	19.97	81.62	19.79	-1.265	.206
Comm. with Doctors	73.16	19.74	77.52	20.77	-2.551	.011*
Comm. with Nurses	82.96	19.04	86.17	18.75	-2.025	.043*
Comm. with Hospital Staff	76.82	21.53	82.40	18.77	-3.326	.001*

* $<.05$

- The results from pre and post program surveys (n=46) completed by participating staff indisputably demonstrated a noteworthy improvement in teamwork indicators related to **Patient Experience (2.41%)**, **Collaboration/Teamwork (4.37%)**, and **Communication (8.70%)**.



Indicator	pre (n=26)		post (n=20)		t	p value
	Mean	SD	Mean	SD		
Patient Experience	74.76	12.9	76.56	12.5	-.476	.636
Collaboration/Teamwork	68.27	20.7	71.25	15.2	-.541	.591
Communication	58.65	21.1	63.75	17.2	-.878	.385

- It suggests that employing a cross-disciplinary teamwork strategy has a **positive impact on creating a patient-centered medical culture**.

CONCLUSIONS

- The study suggests that effective teamwork among different healthcare professionals is crucial for improving communication skills and providing patient-centered care. Collaborative teamwork plays a vital role in fostering mutual respect for various professions and enhancing the overall patient experience.
- It can offer suggestions for policies and practices designed to provide patient-centered healthcare services.

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