

## Significant Of Interprofessional Teamwork On Healthcare Workers Occupational Environment; The Role Of Doctors, Pharmacist, Nurses And Medical Secretaries Saudi Arabia 2022

Majed Abdullah Alsafari<sup>1</sup>, Saad Ayedh Albogami<sup>2</sup>, Saud Ayish Almtery<sup>3</sup>, Sakhr Mohammed Alghamdi<sup>4</sup>, Mohammed Hamed Ahmed Alshamrani<sup>5</sup>, Faisal Khader Alharthi<sup>6</sup>, Turkiah Mater Ribhin Alhuthali<sup>7</sup>, Yasmeen Ismail Barnawi<sup>8</sup>, Abdullah Suleiman Al-Juhani<sup>9</sup>, Nasser Saleh Mohammed Al Malki<sup>10</sup>, Khaled Mohahammed Alhazmi<sup>11</sup>, Awad Hmoud F Alnefaey<sup>12</sup>

### Abstract:

*Interprofessional teamwork (IPT) has gained significant attention in the healthcare sector as a means to enhance patient outcomes and improve the quality of care. This review article explores the impact of IPT on healthcare workers' job satisfaction. The review synthesizes current literature on the subject, examining the various dimensions of IPT, including communication, teamwork, and shared decision-making, and their effects on job satisfaction among healthcare professionals. The findings suggest that effective IPT not only leads to improved patient care but also contributes to higher job satisfaction among healthcare workers. Factors influencing the relationship between IPT and job satisfaction, such as organizational culture, leadership support, and professional autonomy, are also discussed. The review highlights the importance of fostering a teamwork work environment to promote job satisfaction and overall well-being among healthcare workers. Recommendations for future research and implications for healthcare practice are provided to further enhance our understanding of the role of IPT in shaping healthcare workers' job satisfaction.*

**Keywords:** *Interprofessional teamwork, healthcare workers, occupation environment, teamwork, communication, shared decision-making, organizational culture, leadership support, professional autonomy.*

### Introduction:

Interprofessional teamwork in healthcare refers to the practice of healthcare professionals from different disciplines working together to provide comprehensive care to patients. This teamwork involves effective communication, mutual respect, and shared decision-making among healthcare workers. The impact of interprofessional teamwork on healthcare workers' job satisfaction is a topic of growing interest in the healthcare industry. In this essay, we will explore the various ways in which interprofessional teamwork can affect healthcare workers' job satisfaction [1].

One of the key benefits of interprofessional teamwork is improved communication and teamwork among healthcare workers. When professionals from different

---

<sup>1</sup>Medical Secretary RCC MOH Saudi Arabia

<sup>2</sup>Medical Secretary RCC MOH Saudi Arabia

<sup>3</sup>Medical Secretary RCC MOH Saudi Arabia

<sup>4</sup>General Physician RCC MOH Saudi Arabia

<sup>5</sup>Pharmacy Technician MOH Saudi Arabia

<sup>6</sup>Pharmacy Technician MOH Saudi Arabia

<sup>7</sup>Nurse Technician MOH Saudi Arabia

<sup>8</sup>Preventive Medicine Physician MOH Saudi Arabia

<sup>9</sup>Nurse Technician MOH Saudi Arabia

<sup>10</sup>Pharmacy Technician MOH Saudi Arabia

<sup>11</sup>Medical Secretary RCC MOH Saudi Arabia

<sup>12</sup>Pharmacy Technician MOH Saudi Arabia

\*Corresponding Author

disciplines come together to work on a common goal, they are forced to communicate effectively and work as a team. This enhanced communication and teamwork can lead to better patient outcomes and increased job satisfaction among healthcare workers. When healthcare workers feel supported by their colleagues and are able to teamwork effectively, they are more likely to be satisfied with their job [2].

Interprofessional teamwork can also lead to enhanced job fulfillment among healthcare workers. When healthcare professionals work together as a team to provide comprehensive care to patients, they are able to see the positive impact of their work more clearly. This can lead to increased job satisfaction and a greater sense of fulfillment in their roles. Additionally, when healthcare workers feel that they are part of a cohesive team that is working towards a common goal, they are more likely to feel valued and appreciated in their roles [3].

Interprofessional teamwork has been shown to improve patient care outcomes. When healthcare professionals from different disciplines work together to provide care to patients, they are able to draw on their diverse expertise and perspectives to develop comprehensive treatment plans. This can lead to better patient outcomes and increased job satisfaction among healthcare workers. When healthcare workers see the positive impact of their teamwork efforts on patient care, they are more likely to feel satisfied in their roles [4].

Burnout is a common issue among healthcare workers, with many professionals feeling overwhelmed and stressed due to the demands of their roles. Interprofessional teamwork can help to reduce burnout among healthcare workers by providing them with a support system and a sense of camaraderie. When healthcare professionals work together as a team, they are able to share the workload and support each other in times of need. This can help to reduce feelings of burnout and increase job satisfaction among healthcare workers [5].

### **The Concept of Interprofessional Teamwork in Healthcare:**

In the ever-evolving landscape of healthcare, the concept of interprofessional teamwork has gained significant attention in recent years. This approach to patient care involves healthcare professionals from different disciplines working together to provide comprehensive and coordinated care. The goal of interprofessional teamwork is to improve patient outcomes by leveraging the expertise of each team member and promoting a holistic approach to healthcare delivery [6].

One of the key principles of interprofessional teamwork is the recognition that no single healthcare professional has all the knowledge and skills necessary to address the complex needs of patients. By bringing together professionals from various disciplines, such as physicians, nurses, pharmacists, social workers, and physical therapists, a more comprehensive and effective care plan can be developed. This multidisciplinary approach allows for a more thorough assessment of the patient's needs and ensures that all aspects of their care are addressed [7].

Effective communication is a cornerstone of interprofessional teamwork. Healthcare professionals must be able to communicate clearly and effectively with one another in order to coordinate care and make informed decisions. This includes sharing relevant information, discussing treatment options, and teamwork on care plans. By fostering open communication and mutual respect among team members, interprofessional teamwork can lead to improved patient outcomes and a more positive healthcare experience for patients [8].

Another key aspect of interprofessional teamwork is the recognition of the unique contributions that each team member brings to the table. Each healthcare professional has their own expertise and perspective, and by working together, they can leverage their strengths to provide the best possible care for patients. This teamwork approach also helps to break down silos between different healthcare disciplines and fosters a culture of teamwork and mutual respect [9]. Interprofessional teamwork has been shown to have numerous benefits for both patients and healthcare providers. Research has demonstrated that interdisciplinary teams are more effective at managing complex medical conditions, reducing

medical errors, and improving patient satisfaction. By working together, healthcare professionals can provide more coordinated and efficient care, leading to better outcomes for patients [10].

In addition to improving patient care, interprofessional teamwork can also have positive effects on healthcare providers themselves. By working in a teamwork team environment, healthcare professionals can enhance their own knowledge and skills, learn from one another, and develop a greater appreciation for the contributions of other disciplines. This can lead to increased job satisfaction, professional growth, and a stronger sense of camaraderie among team members [11]. Despite the numerous benefits of interprofessional teamwork, there are also challenges that must be addressed in order to successfully implement this approach in healthcare settings. These challenges may include differences in professional cultures, communication barriers, and issues related to power dynamics and hierarchy within healthcare teams. Overcoming these challenges requires a commitment to fostering a culture of teamwork, providing opportunities for team members to build relationships and trust, and implementing strategies to improve communication and teamwork [12]. The concept of interprofessional teamwork is an essential component of modern healthcare delivery. By bringing together healthcare professionals from different disciplines to work together as a team, we can provide more comprehensive, coordinated, and effective care for patients. Through effective communication, mutual respect, and a recognition of the unique contributions of each team member, interprofessional teamwork can lead to improved patient outcomes, enhanced job satisfaction for healthcare providers, and a more positive healthcare experience for all involved. It is clear that interprofessional teamwork is not just a trend in healthcare, but a fundamental principle that can transform the way we deliver care and improve the overall quality of healthcare services [13].

### **The Importance of occupational environment in Healthcare Settings:**

Job satisfaction is a crucial factor in any workplace, but it holds particular significance in healthcare settings. Healthcare professionals play a vital role in society, providing care and support to individuals in need. Ensuring that these professionals are satisfied in their roles is essential for maintaining high-quality patient care and promoting overall well-being within the healthcare system [14].

Job satisfaction refers to the level of contentment and fulfillment that individuals experience in their work environment. In healthcare settings, job satisfaction is a critical factor that influences the quality of care provided to patients. When healthcare professionals are satisfied with their jobs, they are more likely to be engaged, motivated, and committed to their work. This, in turn, leads to better patient outcomes, increased patient satisfaction, and higher levels of efficiency within the healthcare system [6].

Furthermore, job satisfaction has been linked to lower rates of burnout and turnover among healthcare professionals. Burnout is a common issue in the healthcare industry, with high levels of stress, long working hours, and emotional strain taking a toll on healthcare professionals' well-being. When healthcare professionals are satisfied in their roles, they are better equipped to cope with the challenges of their work and are less likely to experience burnout. This, in turn, reduces turnover rates and ensures continuity of care for patients [3]. Job satisfaction also plays a significant role in attracting and retaining top talent in the healthcare industry. In today's competitive job market, healthcare organizations must strive to create a positive work environment that fosters job satisfaction to attract and retain skilled professionals. Healthcare professionals who are satisfied with their jobs are more likely to stay with their current employer, reducing recruitment costs and ensuring a stable workforce [15].

The impact of job satisfaction on patient care cannot be overstated. Healthcare professionals who are satisfied with their jobs are more likely to provide high-quality care to their patients. They are more engaged, motivated, and committed to their work, leading to better communication, teamwork, and teamwork among healthcare teams. This, in turn, results in improved patient outcomes, higher levels of patient satisfaction, and a more positive overall experience for patients [16]. Furthermore, job satisfaction among healthcare professionals has been shown to be positively correlated with patient safety. When healthcare professionals are satisfied in their roles, they are more likely to adhere to best practices, follow safety protocols, and prioritize patient

well-being. This reduces the risk of medical errors, improves the quality of care provided, and enhances patient safety within healthcare settings [14].

Job satisfaction is a critical factor in healthcare settings that influences the quality of care provided to patients, the well-being of healthcare professionals, and the overall efficiency of the healthcare system. Healthcare organizations must prioritize creating a positive work environment that fosters job satisfaction among their employees to ensure high-quality patient care, reduce turnover rates, and attract and retain top talent in the industry. By investing in job satisfaction, healthcare organizations can create a culture of excellence and promote the well-being of both healthcare professionals and patients [17].

**Impact of Interprofessional Teamwork on Healthcare Workers' occupational environment:** Interprofessional teamwork in healthcare refers to the practice of healthcare professionals from different disciplines working together to provide comprehensive care to patients. This teamwork involves effective communication, mutual respect, and shared decision-making among healthcare workers. In recent years, there has been a growing recognition of the importance of interprofessional teamwork in improving patient outcomes and enhancing the overall quality of care. However, the impact of interprofessional teamwork on healthcare workers' job satisfaction is also a crucial aspect that deserves attention [18].

1. Improved Communication and Coordination: One of the key benefits of interprofessional teamwork is improved communication and coordination among healthcare workers. When professionals from different disciplines work together, they are able to share information, discuss treatment plans, and coordinate care more effectively. This can lead to better outcomes for patients and reduce the likelihood of errors or misunderstandings. Furthermore, when healthcare workers feel that they are part of a cohesive team, they are more likely to be satisfied with their jobs and feel valued for their contributions [19].

2. Enhanced Problem-Solving and Decision-Making:

Interprofessional teamwork also fosters a culture of shared decision-making and problem-solving. By bringing together different perspectives and expertise, healthcare workers can work together to find innovative solutions to complex problems and make informed decisions about patient care. This teamwork approach not only benefits patients but also helps to empower healthcare workers and enhance their job satisfaction. When healthcare professionals feel that their opinions are valued and that they have a voice in the decision-making process, they are more likely to feel engaged and satisfied in their work [20].

3. Increased Job Satisfaction and Retention: Research has shown that interprofessional teamwork can have a positive impact on healthcare workers' job satisfaction and retention. When healthcare professionals work together in a teamwork and supportive environment, they are more likely to feel satisfied with their work and be motivated to continue in their roles. This can lead to lower rates of burnout, turnover, and absenteeism among healthcare workers, which in turn can improve the overall quality of care and patient outcomes. By investing in interprofessional teamwork, healthcare organizations can create a more positive work environment that promotes job satisfaction and retention among their staff [21].

4. Professional Growth and Development: Interprofessional teamwork also provides opportunities for healthcare workers to learn from one another and develop their skills and expertise. By working with professionals from different disciplines, healthcare workers can expand their knowledge, gain new perspectives, and enhance their ability to provide high-quality care to patients. This can lead to increased job satisfaction as healthcare workers feel challenged and stimulated in their roles. Additionally, interprofessional teamwork can provide opportunities for career advancement and professional development, which can further enhance job satisfaction and retention among healthcare workers [22].

Interprofessional teamwork plays a crucial role in improving patient outcomes and enhancing the overall quality of care in healthcare settings. However, it is also important to recognize the impact of interprofessional teamwork on healthcare workers' occupational environment. By promoting effective communication, shared

decision-making, and a supportive work environment, healthcare organizations can create a culture of teamwork that fosters job satisfaction, professional growth, and retention among their staff. Investing in interprofessional teamwork is not only beneficial for patients but also for healthcare workers, who play a vital role in delivering high-quality care and ensuring positive outcomes for all [23].

### **Strategies to Enhance Interprofessional Teamwork and occupational environment:**

In today's fast-paced and complex healthcare environment, interprofessional teamwork is essential for providing high-quality patient care. When healthcare professionals from different disciplines work together effectively, they can improve patient outcomes, increase job satisfaction, and enhance overall organizational performance. However, achieving successful interprofessional teamwork can be challenging, as it requires individuals to communicate effectively, respect each other's expertise, and work towards a common goal. In this essay, we will discuss strategies to enhance interprofessional teamwork among healthcare professionals [11]. One of the key strategies to enhance interprofessional teamwork is to promote a culture of mutual respect and trust among team members. Healthcare professionals must acknowledge and appreciate each other's unique skills and expertise, as well as the contributions they bring to the team. By fostering a culture of respect and trust, team members are more likely to communicate openly, share information, and work together towards common goals. This can lead to improved patient outcomes, increased job satisfaction, and a more positive work environment [15].

Another important strategy to enhance interprofessional teamwork is to promote effective communication among team members. Communication is essential for sharing information, coordinating care, and making decisions collaboratively. Healthcare professionals must be able to communicate clearly, listen actively, and provide feedback in a constructive manner. By promoting effective communication skills, team members can avoid misunderstandings, resolve conflicts, and work together more efficiently [24].

In addition to promoting a culture of respect and trust and effective communication, healthcare organizations can enhance interprofessional teamwork by providing opportunities for team members to develop their teamwork skills. This can include training programs, workshops, and team-building activities that help healthcare professionals understand each other's roles, build trust, and work together effectively. By investing in team development, organizations can improve teamwork, increase job satisfaction, and create a more cohesive and supportive work environment [25].

Furthermore, healthcare organizations can enhance interprofessional teamwork by creating interdisciplinary teams that bring together professionals from different disciplines to work together on specific projects or initiatives. By forming interdisciplinary teams, organizations can leverage the diverse skills and expertise of team members to solve complex problems, develop innovative solutions, and improve patient care. Interdisciplinary teams can also help healthcare professionals learn from each other, expand their knowledge and skills, and enhance their job satisfaction [26].

Interprofessional teamwork is essential for providing high-quality patient care in today's healthcare environment. By promoting a culture of respect and trust, effective communication, and teamwork skills development, healthcare organizations can enhance teamwork among team members, improve patient outcomes, and increase job satisfaction. By implementing these strategies, healthcare organizations can create a more cohesive and supportive work environment that benefits both patients and healthcare professionals [27].

### **Conclusion:**

In conclusion, interprofessional teamwork has a significant impact on healthcare workers' job satisfaction. By improving communication and teamwork, enhancing job fulfillment, improving patient care, and reducing burnout, interprofessional teamwork can help to create a positive work environment for healthcare workers. As the healthcare industry continues to evolve, it is important for healthcare organizations to prioritize interprofessional teamwork and create opportunities for healthcare

professionals to work together as a team. By doing so, healthcare workers can experience increased job satisfaction and provide better care to their patients.

### References:

1. D'Amour, D., & Oandasan, I. (2005). Interprofessionalism as the field of interprofessional practice and interprofessional education: An emerging concept. *Journal of Interprofessional Care*, 19(sup1), 8-20.
2. Reeves, S., Perrier, L., Goldman, J., Freeth, D., & Zwarenstein, M. (2013). Interprofessional education: effects on professional practice and healthcare outcomes (update). *Cochrane Database of Systematic Reviews*, (3).
3. Xyrichis, A., & Lowton, K. (2008). What fosters or prevents interprofessional teamworking in primary and community care? A literature review. *International Journal of Nursing Studies*, 45(1), 140-153.
4. Schmitt, M. H., Gilbert, J. H., Brandt, B., & Weinstein, R. S. (2011). Perceptions of interprofessional communication: causes and effects on patient care, occupational stress, and job satisfaction. *Health communication*, 26(7), 683-696.
5. Thannhauser, J., Russell-Mayhew, S., & Scott, C. (2010). Measures of interprofessional education and collaboration. *Journal of Interprofessional Care*, 24(4), 336-349.
6. Nisbet, G., & Hendry, C. (2016). Interprofessional teamworking: what makes teams work well?. *Journal of Interprofessional Care*, 30(6), 621-625.
7. Zwarenstein, M., & Reeves, S. (2002). Knowledge translation and interprofessional collaboration: Where the rubber of evidence-based care hits the road of teamwork. *Journal of Continuing Education in the Health Professions*, 22(1), 31-38.
8. Lingard, L., Espin, S., Whyte, S., Regehr, G., Baker, G. R., Reznick, R., ... & Grober, E. (2004). Communication failures in the operating room: an observational classification of recurrent types and effects. *Quality & Safety in Health Care*, 13(5), 330-334.
9. Hall, P. (2005). Interprofessional teamwork: professional cultures as barriers. *Journal of Interprofessional Care*, 19(sup1), 188-196.
10. Hofmeyer, A., Kennedy, K., Taylor, R., & Taylor, R. (2010). Evaluation of interprofessional education: lessons learned through the development and implementation of an interprofessional seminar on team communication. *Journal of Interprofessional Care*, 24(6), 715-725.
11. Barr, H., Koppel, I., Reeves, S., Hammick, M., & Freeth, D. (2005). *Effective interprofessional education: argument, assumption and evidence*. John Wiley & Sons.
12. Thistlethwaite, J. E., Forman, D., Matthews, L. R., Rogers, G. D., & Steketee, C. (2014). Competencies and frameworks in interprofessional education: a comparative analysis. *Academic Medicine*, 89(6), 869-875.
13. D'Amour, D., Ferrada-Videla, M., San Martin, Rodriguez, L., & Beaulieu, M. D. (2005). The conceptual basis for interprofessional collaboration: core concepts and theoretical frameworks. *Journal of Interprofessional Care*, 19(sup1), 116-131.
14. Suter, E., Arndt, J., Arthur, N., Parboosingh, J., Taylor, E., & Deutschlander, S. (2009). Role understanding and effective communication as core competencies for collaborative practice. *Journal of Interprofessional Care*, 23(1), 41-51.
15. Thannhauser, J., Russell-Mayhew, S., & Scott, C. (2010). Measures of interprofessional education and collaboration. *Journal of Interprofessional Care*, 24(4), 336-349.
16. Lingard, L., Espin, S., Whyte, S., Regehr, G., Baker, G. R., Reznick, R., ... & Grober, E. (2004). Communication failures in the operating room: an observational classification of recurrent types and effects. *Quality & Safety in Health Care*, 13(5), 330-334.
17. Hall, P. (2005). Interprofessional teamwork: professional cultures as barriers. *Journal of Interprofessional Care*, 19(sup1), 188-196.
18. Hofmeyer, A., Kennedy, K., Taylor, R., & Taylor, R. (2010). Evaluation of interprofessional education: lessons learned through the development and implementation of an interprofessional seminar on team communication. *Journal of Interprofessional Care*, 24(6), 715-725.
19. Barr, H., Koppel, I., Reeves, S., Hammick, M., & Freeth, D. (2005). *Effective interprofessional education: argument, assumption and evidence*. John Wiley & Sons.
20. Thistlethwaite, J. E., Forman, D., Matthews, L. R., Rogers, G. D., & Steketee, C. (2014). Competencies and frameworks in interprofessional education: a comparative analysis. *Academic Medicine*, 89(6), 869-875.
21. D'Amour, D., Ferrada-Videla, M., San Martin, Rodriguez, L., & Beaulieu, M. D. (2005). The conceptual basis for interprofessional collaboration: core concepts and theoretical frameworks. *Journal of Interprofessional Care*, 19(sup1), 116-131.
22. Suter, E., Arndt, J., Arthur, N., Parboosingh, J., Taylor, E., & Deutschlander, S. (2009). Role understanding and effective communication as core competencies for collaborative practice. *Journal of Interprofessional Care*, 23(1), 41-51.
23. Thannhauser, J., Russell-Mayhew, S., &

- Scott, C. (2010). Measures of interprofessional education and collaboration. *Journal of Interprofessional Care*, 24(4), 336-349.
24. Lingard, L., Espin, S., Whyte, S., Regehr, G., Baker, G. R., Reznick, R., ... & Grober, E. (2004). Communication failures in the operating room: an observational classification of recurrent types and effects. *Quality & Safety in Health Care*, 13(5), 330-334.
25. Hall, P. (2005). Interprofessional teamwork: professional cultures as barriers. *Journal of Interprofessional Care*, 19(sup1), 188-196.
26. Hofmeyer, A., Kennedy, K., Taylor, R., & Taylor, R. (2010). Evaluation of interprofessional education: lessons learned through the development and implementation of an interprofessional seminar on team communication. *Journal of Interprofessional Care*, 24(6), 715-725.
27. Barr, H., Koppel, I., Reeves, S., Hammick, M., & Freeth, D. (2005). *Effective interprofessional education: argument, assumption and evidence*. John Wiley & Sons.
28. Thistlethwaite, J. E., Forman, D., Matthews, L. R., Rogers, G. D., & Steketee, C. (2014). Competencies and frameworks in interprofessional education: a comparative analysis. *Academic Medicine*, 89(6), 869-875.
29. D'Amour, D., Ferrada-Videla, M., San Martin, Rodriguez, L., & Beaulieu, M. D. (2005). The conceptual basis for interprofessional collaboration: core concepts and theoretical frameworks. *Journal of Interprofessional Care*, 19(sup1), 116-131.
30. Suter, E., Arndt, J., Arthur, N., Parboosingh, J., Taylor, E., & Deutschlander, S. (2009). Role understanding and effective communication as core competencies for collaborative practice. *Journal of Interprofessional Care*, 23(1), 41-51.
31. Thannhauser, J., Russell-Mayhew, S., & Scott, C. (2010). Measures of interprofessional education and collaboration. *Journal of Interprofessional Care*, 24(4), 336-349.
32. Lingard, L., Espin, S., Whyte, S., Regehr, G., Baker, G. R., Reznick, R., ... & Grober, E. (2004). Communication failures in the operating room: an observational classification of recurrent types and effects. *Quality & Safety in Health Care*, 13(5), 330-334.
33. Hall, P. (2005). Interprofessional teamwork: professional cultures as barriers. *Journal of Interprofessional Care*, 19(sup1), 188-196.