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Improving patient care through collaborative practices between nursing, pharmacy, and laboratory services

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Abstract---Background: One of the critical antecedent conditions in any given healthcare institution involves communication between and among various healthcare workers. Nonetheless, the combined teams experience communication challenges that create mistakes, inadequacies, and negatively impact the patient. **Aim:** The objective of this study is therefore to establish ways on how interdisciplinary healthcare teams especially the nursing, medical, pharmacy and laboratory teams can effectively communicate with each other. **Methods:** The study comprises a literature search of the current literature on communication approaches in healthcare teams. Core practices discussed are the use of kits like SBAR, listening and communication tools, division of work through daily multidisciplinary meetings, health information technologies such as EHRs, determination of individual member roles and function and ways to handle interprofessional conflicts. **Results:** The evaluation carried out in the study shows that enhanced and structured methods of giving and receiving hand offs through the use of SBAR as well as active listening and EHRs enhance information transfer and decision making among team members. Interdisciplinary daily/weekly meetings and understanding of scope of practice by each discipline add on to effective cooperative function and minimize on confusion. **Conclusion:** Interdisciplinary structural and functional team communication is a critical component of healthcare organizations' success. Since most care practices are inherently interdisciplinary, the feasibility of some of the suggested solutions, like standardized tools or active listening, or directly involving clarifying the roles of team members, cannot be overestimated in healthcare organizations to significantly inhibiting adverse effects that hinder the optimization of patient outcomes.

Keywords---Patient care, nursing, pharmacy, healthcare communication, SBAR, electronic health records, medication management, errors, teamwork, diagnostic services, patient safety, health outcomes.

Introduction

The behaviours and plans identified are indeed essential because communication lays the foundation of effective healthcare right from interprofessional relationships to patient relations. It also important to note that in most hospitals doctor and clinics a team of professionals is usually composed of; nurses, doctors, pharmacists and laboratory technicians among others all working together to ensure that the best treatment is given to the patient. On the other hand, it is now apparent from research studies that while interdisciplinary collaboration yields numerous advantages it must be recognized that failure to attend to definable communication breakdowns that occur between learners, faculties, and disciplines might result in miscommunication, mistakes, waste of resources, and possibly harm to patients. [1]Consistent with the above analysis, healthcare organizations need to incorporate communication practices that facilitate quality and courteous communication between team members. This paper summarizes

prospective approaches to enhancing both horizontal and vertical interprofessional communication which include universalized communication forms, team meeting, use of electronic health records, listen actively and manage the conflict. In this paper, we present these strategies with a focus of finding implementable solutions that will strengthen interdisciplinary collaboration and therefore boost the quality of patient care.[2,3]

A nursing perspective of patient care

Nursing is therefore right at the center of what happens to patients, their families, and indeed everybody else involved in the highest order of care in the society. Nursing encompasses several functions or roles, which include clinical, advocacy, teaching and counseling roles among others. While the foundation of PhDs in nursing is entrenched on patient care, they focus on administrative roles with an emphasis on the health of the patient's body, mind, soul and spirit. This approach of care delivery guarantees that care delivery is need based as well as patient specific. Staff nurses work closely with other members of a health care team to intervene directly with patients; they input the first impression about how the patient is feeling and can quickly observe changes in signs such as temperature or blood pressure.[4] They are crucial in identifying complications early enough since prompt action also determines the patient's outcome. Besides delivering care, patient education is an essential function assigned to a nurse due to patient advocacy and prevention promotion. They enable patient to receive the knowledge required in making decisions with regard to treatment, therefore providing patient centered care. However, much of the time, nurses are appointed as patients' surrogates so that they can help to enforce patients' wishes within the healthcare establishment. Such an advocacy mandate is particularly crucial in a health-care setting, where patients might easily be overwhelmed by medical lingo or procedures.[5] Nurses also address such aspects of co-ordinated care and work as a team with physicians, pharmacists, laboratory technicians, and other health care team members to co-ordinate patient care in a manageable manner. This approach reduces chances of service gaps and errors, in addition to improving the care quality of the healthcare service providers.[6] Besides, strong emphasis should be placed on the fact that nurses can effectively support patients emotionally. In many cases, they bring consolation and confidence to chronic patients and their families when it seems impossible, overcoming the existing tensions and using health care as constructive communication.[7]Therefore, it is safe to hold that nursing is a critically essential facet of patient care delivery. This passion and commitment along with nursing specialized care not only reduce morbidity and mortality but also provide a positive patient care from nurses. They are change makers and more of innovatively progressive from one moment to the next trying to fulfill the requirements of patients and the entire overall healthcare framework. Nurses continue to positively and significantly influence the lives of people they are attending through collaborating, teaching, and caring. 2.Originally introduced as Pharmacy Contributions to Enhanced Patient Outcomes.[8]

Pharmacy Intervention Toward Improved Patient Care

The role of pharmacists is very vital in enhancing the patient's value by the optimization of therapeutic regime. They are specialists in pharmacology and thus

bear the responsibility for reviewing medicines administered to the patients, provide insights about possible incompatible drugs combinations and their impact on the patients, possible adverse effects and the right dosage size. Acting in synergy with physicians and other health care actors, pharmacists assist in the optimization of the therapeutic plan thus increasing therapeutic possibilities and decreasing possible adverse effects to the utmost extent. What they contribute are more than just distributing medications, this involves MTM, education, as well as adoption of individualized treatment plans. One area of medicine that pharmacists make a positive impact on patients' condition is through taking part in the medication therapy management. From a complete medication list, a pharmacist is in a position to detect some problem like DDIs, allergies, or duplicate therapy.[9] In this way, pharmacists reduce the risk of medication errors that cause adverse effects and complications in the patient. Also, the pharmacists work with other healthcare professionals to change the medication regimen or suggest other treatments in case the planned treatments will not work well in the specific instance. Such a close observation is most useful in maintaining the care of chronic diseases like diabetes, hypertension, and asthma in which long-term medication regimens are required.[10]

It is also the task of the pharmacists to ensure that patients understand all about taking those medications; how to and the need to take them, the consequences of missing doses and so on. **(Figure 1)** The promotion of patient education make patients to take an active role in his/her health care, as a result the health care has improved due to adherence to health care prescriptions. For instance, while dispensing therapeutic drugs, pharmacists can teach how inhaler should be used for patients with respiratory ailment or remind the diabetic patient that he or she has to check his or her blood sugar level frequently. As the pharmacists are able to refer to questions and concerns in prescriptions, this eases confusion and anxiety suppressing the feeling of patients towards their treatment map.[11,12]

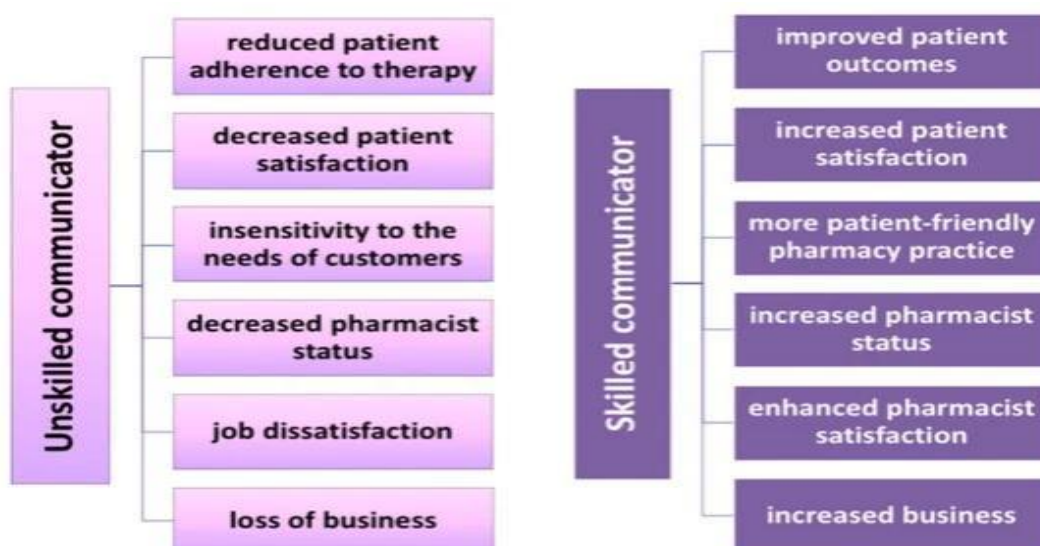


Figure 1: Effects of the pharmacist as an inexperienced or skilled communicator

Pharmacists, however, offer their direct services to the patients directly but also participate in the enhancement of drug therapy through the formulation of clinical practice protocols. This way pharmacists working on a patient get to know of up to date research and randomized clinical trials which would mean the patient gets to be prescribed something that is safe for use and effective. Their contribution in ensuring proper choice of the right drug is especially relevant in the use of antimicrobial which if used inappropriately and especially when they are used unnecessarily increases the rates of emergence of drug resistant bugs which is a emerging global problem.[13] Another key function of pharmacists lies in early identification and management of ADRs which bite deeply into patient safety. They supervise carefully the manifestations of side effects, inform the patients about possible effects of the medicine and assist in controlling them through modifying the schedule of the treatment. Possible ADRs must be recognized and treated promptly, so that patients can have the benefits of their treatment with not more harm than necessary.[14] Therefore, the pharmacy profession helps in promoting patient satisfaction through medication handling, counselling, teamwork and practice on production of up-to-date research information. Through the expertise of pharmacology, and therapeutics, pharmacists are able to provide the best possible treatment; this results in better health care, improved quality of life and gain prevention of ineffectual and costly healthcare. Minimally, they are a crucial part of the healthcare system that provide concrete backing for patient safety, best practice, and quality.

3. Laboratory Services in relation to their use in Diagnosis and Management.[15]

Diagnostic laboratory is now an integral part of modern health care delivery since it offers important data for diagnosis, management or treatment of diseases. They are indispensable for diagnosing, tracking, and treatment of various diseases since they provide accurate, timely and evidence based information that will support clinicians. Outpatients and inpatients use laboratory services to obtain routine blood tests further to molecular diagnostic procedures. The above services not only improve the accuracy of diagnosis but also enables one to understand the evolution of diseases, therefore enabling the treatment givers to recommend treatment methods that best suit the patients.[16] In terms of purpose, normally laboratory services assist in the early diagnosis and confirmation of diseases. Most diseases like infections, cancer, diabetes, and cardiovascular diseases have initial symptoms or even initial manifestations that may not be so noticeable. These are usually blood tests, urinalyses, imaging among others; they help the physician to diagnose illness based on the increase of some biomarkers or pathogen which may be detected even before manifesting clinically. The identification of cancer at an early stage is important because this is where treatment can be intervened enhancing the likelihood of success besides the patient's condition. For example, tests which are done in laboratories and include the measurement of glycosylated hemoglobin in diabetic patients or cholesterol levels in patients with a high risk for cardiovascular disease can help in determining measures in the form of dieting or exercise that may reduce or delay the progression of chronic diseases such as diabetes and cardiovascular disease respectively.[17,18] Also, laboratory services are required to assess the response of the patient to treatment and in cases of chronic diseases. For instance, those simple blood tests that may indicate that the patient's kidneys or liver may not be functioning properly should be done before starting long-term use of drugs that

can have such an impact on these organs. Doing frequent check-ups of patient's lab the practitioners can change the drug, dosage or the type of therapy being offered so that the treatment is not only effective but also safe. Such constant monitoring is especially critical in oncology when laboratory tests are also used to measure the growth of a tumor, efficacy of chemotherapy, or signs of relapse. Further, laboratory is critical for assessing the progression of the infective diseases and more so for directing a form of antibiotics or antiviral treatment in order to avoid resistance or treatment failure.[19]

Integration in Laboratory services with other [healthcare] disciplines thus improves the quality of the patient care. For instance, in the area of genomic medicine diagnosis through genetic test and genomic sequencing of patients can help doctors design a treatment regime that is appropriate for the genetic make up of a specific patient. This approach is even more apparent in cancers and drugs are designed for the kind of gene mutation identifiable on the tumor. Laboratory services therefore yield important data which enables clinical personnel to direct treatments for enhanced effectiveness, as well as minimal complications, which makes for efficient patient care. In addition, laboratory services play an important role in creating and adjusting new therapeutic strategies and medical technologies. Clinical trials use analysis, with dependence on lab findings for choice in the security of schedule new drugs or medical instruments leading to the progress of medicine and superior attractive forms of medicinal.[20]Not only do laboratories directly and actively participate in treatment of patients but they also have a very important function in public health service. They are used for reporting disease incidences and for monitoring disease contagion in the community. Diagnostic assays for viruses, bacteria, and parasites are used by public health workers to identify new threats to the health of communities and the world. As applied to epidemics and pandemics, the availability of timely laboratory results can facilitate decisions about isolation and contact tracing as well as the institutionalization of interventions to safeguard communities.[21]

Advantages of working in a team

Multidisciplinary working in health care means the use of contribution of more than one member of the health care profession, including nurses, physicians, pharmacists, laboratory technicians, and social workers and so on who work as one team to address the needs of patients. Certainly one cannot underestimate the advantages of interdisciplinary work, the scope of which is as broad as the future for patients, healthcare effectiveness, and patient care quality. This involves recognizing the fact that when employees of two or more organizations come together from different organizations, they are able to present different views when solving health problems, which leads to better decisions and treatment plans.[22]Another advantage that is associated with interdisciplinary collaboration is improvement of patient status. Contracts allow healthcare providers to combine their efforts and come up with enhanced treatment options which focus on both physical, but also emotional and social health of the patient. For instance, a diabetic patient maybe given care from a group of personnel which include a doctor, a nurse, a nutritionist and a chemist at the same hospital. Everybody in the team makes their input in regards to how the patient can be

taken care of in the best way by organizing medication, the diet, education, or counselling. All of the above have the effect of elevating the standard of care, diminishing the probability of deteriorating the patient's condition and increasing the general health of the patient.[23] Furthermore, interdisciplinary collaboration brings improved interaction between various healthcare personnel resulting in reduced mistakes, and improved evaluations or diagnoses. If all the members of the healthcare team are engaged in the process of care delivery then they can exchange some essential details that they may overlook at some moment and ask questions and make suggestions as well. For instance, a nurse who observes a shift in a patient's health state can call the doctor's attention to it, and the doctor may prescribe some tests. On the other hand, a pharmacist can look at a medication and see whether there are adverse effects which may be dangerous. This is quite useful since it means that at one point or another everyone is up-to-date with the necessary information . lessening the probable hazard of confusion and minimizing the possibilities of mistakes.[24,25,26] However, this is not the only advantage of interdisciplinary cooperation; increased efficiency is achieved in the field of healthcare. The aspect of collaboration comes in handy in this instance as it ensures that the various health-care teams share their resources hence can efficiently organize themselves hence working cohesively in minimizing the number of times the same processes are repeated and hence reduce time wastage in the process. For example, with the help of collaboration, physicians, nurses, and pharmacists may check and simplify and organize a patient's discharge plan to make sure the patient will receive the necessary medications and have attendances scheduled in advance. These increases make it possible to lower the cases of re admissions, bring down cases of repeated tests, and overall, lowering the cases of excessive waiting time of the patients. These efficiencies lead directly to considerable savings for the broad healthcare delivery system and do not come at the cost of quality.[27] The last strength of interdisciplinary collaboration is the growth of the professional and the job satisfaction of the workers in the healthcare setting. The creative synergistically advanced and enhanced the people's cumulative knowledge and directed exposure to new ways of working. For instance, a physician can improve his or her understanding of the outcomes of a certain prescription in treatment with the help of a pharmacist, a nurse can get to know more about new approaches to patient care in interaction with a physician. This continuous learning improves job satisfaction and, therefore allows fostering respect within healthcare teams. This also reduces nursing turnover rate by helping professionals feel and become capable of taking personal responsibility of their work.[28]

Barriers in the Adoption of Team Work

When it comes to essentials of interdisciplinary collaboration in healthcare there are apparent benefits to its application but the process can also be filled with essential considerations. Such barriers include: structural, organizational, and professional or cultural barriers that may prevent optimal collaboration between healthcare givers. It is crucial to be aware of these issues as their analysis will help to overcome these problems and achieve the implementation of cooperative approaches.[29] Another clear difficulty has to do with collaborative work is the absence of communication between team members. This is because the several linguistic barriers such as, difference in professional communication language.

priorities, or work styles. As such, practicing professionals such as physicians, nurses, and pharmacists might have varying perspectives about patient care that may lead to poor communication, lack of synergy or missed collaboration. **(Figure 2)** Lack of communication also may result in confusion of treatment procedures, prescription mistakes, and slower patient treatment. Additionally, healthcare providers work under tight schedules besides having several patients to attend to, and therefore, it is hard to organize appropriately. mitigating this challenge requires discussion on the protocol on how information is to be shared, more huddles and check-ins on team base, and the acceptance of real-time access systems where each members of the team can get information concerning the patient.[30]

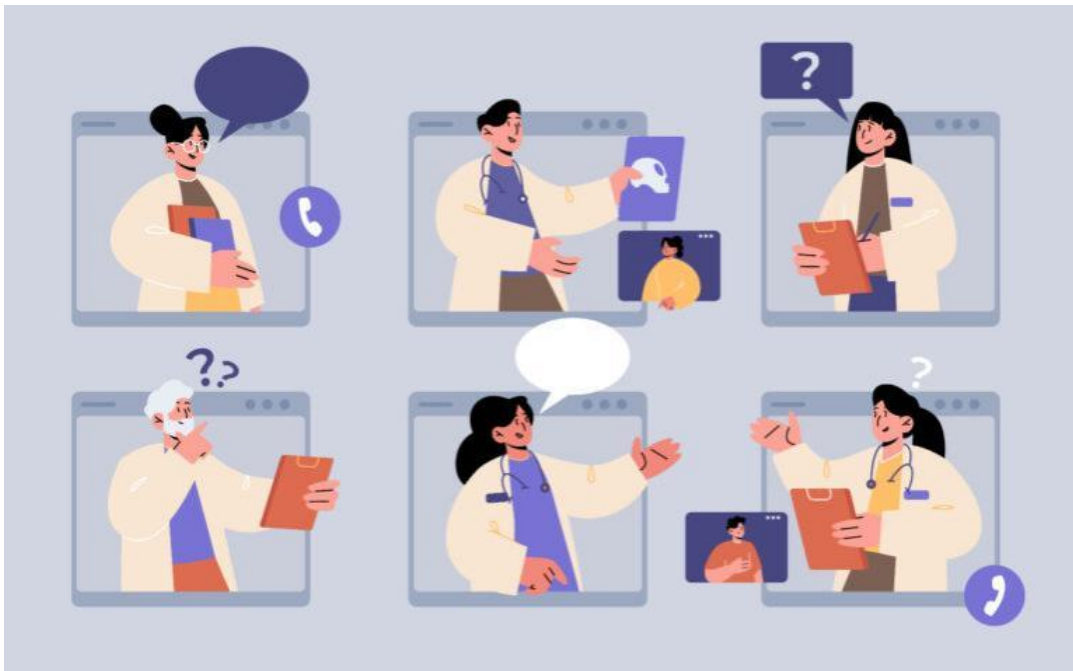


Figure 2: show methods of good communication between healthcare specialists

Another issue is that in many organizations the health care system is vertically integrated, there is, in other words, a clear hierarchy. In some organizations a feeling of power and subordination may prevent the effective information sharing and teamwork among the health care practitioners. For instance, the physician is the one most expected to make most of the decisions while the nurses, the pharmacists and other players in the team are supposed to implement those decisions made. Such an approach may effectively reduce the involvement of other team members and therefore restricts their views and input to patient care. It may also silence junior and middle managers or other employees who are showing some apprehension or maybe offering an another opinion on a case. To address this is issue, there is need to establish a culture of respect and patient determination by encouraging everyone within the team who has something to share from their experience and knowledge to do so.[31] Another challenge is that there is always poor training and education In interdisciplinary collaboration. A

large number of health care workers are trained separately with little or no experience of the roles of other members in the team. This can lead to a suboptimal perception of how these different disciplines support care delivery, and a reluctance to properly cooperate. For example, a nurse may not have adequate understanding of the position of a pharmacist in managing medication therapy, a pharmacist may lack adequate understanding of some of the challenges that nurses face while delivering direct patient care services. To this effect, standardized healthcare education programs must incorporate interdisciplinary education so that the students can effectively learn how to deal with other discipline practitioners. Education and training for collaboration should also be made for the working clinicians to help them update their skills.[22] A final related problem area includes practical concerns such as organizational and logistical factors that may impede cross domain teamwork. Most of the healthcare institutions are understaffed, crowded, have inadequate and lacking equipment and devices. In such settings, pressured deadlines and heavy case loads take their toll on teamwork and hinder the ability of consumer /health care providers to cooperate. For instance, the teams in care settings comprised of a physician may have constraints of time hence may spend little time interacting with the other teams while the teams in care settings which a nurse may rarely find ample time to communicate with the other team because of the poor patient-nurse ratio. To address these logistic issues, they need sufficient human resources, time and design systems that enhance organizational communication and flows like the EHR to foster quick word across the team.[24] Further, the expectations differ across different professionals, the roles they play and the overall identities they have assume make collaboration complicated. All the disciplines have their own unique professional ethical standards, practice and approach to the practice which often do not tally with the others in the multi-disciplinary team. For example, a physician may have lofty clinical goals, possibly squarely placing the patient's well-being at a comparatively lower regard than some other members of the medical team. When not well harnessed the following differences can result in conflict in the team due to differing priorities. In order to mitigate this challenge, there is need to create reference goals and objectives for the care of the patients so that all stakeholders are guided by the same vision. Such professional development as team-building activities as well as joint decision making processes can also assist in closing gaps in professional views.[24,25]

Communication: A Key Interface for Interacting Teams

Interdisciplinary cooperation is crucial in order to achieve the overall organizational goals set for different healthcare facilities. Open, articulate, and effective communication guarantees that everybody from the nurse, the physician, the pharmacist, the laboratory technician and other qualified personnel within that particular organization agree on the objectives and strategies in patient care. Amazingly, several approaches can be taken to eliminate communication barriers with a view of promoting interconnection and effective understanding resultant to better collaboration among the employees. Among the most powerful approaches to enhancing collaborative communication is the implementation of clear and well-defined, templates for screaming and communicating. Some communication structures such as the SBAR (Situation-Background-Assessment-

Recommendation) are effective in passing of essential information in a simpler, orderly manner. SBAR enables team members to communicate urgent or important patient information in a structured format that focuses on the key points: identifying what is happening with the patient (situation) why it is happening (background), how the professional interpreted the situation, and what could be done about it (solution). It also allows a group of people working together to understand the details of a particular project since all the details are documented and shared throughout the process. There is no doubt that this method can be useful during hand offs, shift, or even get across between two or many more departments in the healthcare setting. Another important approach is possibilities of an open-door policy and organization of continual meetings with the representatives of other disciplines. To learn from other team members or ask questions and make suggestions, team members should have a chance to discuss the cases in the team. These meetings should be more embrative of the contributions of all members regardless of their rank in the organization because it practices fairness. For instance, multidisciplinary rounds whereby different care givers in the patient care chain, interact and discuss specific care details for the client enables the integration of the critical input and consideration of all the healthcare needs of the patient. Making everyone feel special and endeavor to understand each other's point of view the essence of forming a good working team to avoid misunderstandings hence improving patient care. The use of EHRs and patient management systems may improve the communication on a healthcare team due to real time information readily available to the teams. Such means enable all participants in the team to retrieve the latest tests, patient's medical history, plans of treatment, and notes on the patient's progress.[26,27,28] EHRs minimize the likelihood of information Brooks or repeated testing, as well as guarantee that any caretaker attending to the patient acts on the identical knowledge. It also permits providing more credible and timely information into patients' records that are effortlessly accessible by other healthcare providers. But relevant training should be given to all the members of the team regarding these systems so that they shall be conversant with them and shall appreciate the necessity for maintaining the patient records correct and updated. Also, an effective strategy in supportive Communication function would involve listening to one's counterparts in a healthcare setting. Team members should be trained and encouraged into active listening – this here means paying total attention to what the speaker is saying, comprehending the message, and then giving a well-thought out response. Effective listening maintains the value of people in a team and also makes them feel valued so as to enhance good working relationship. If the team members are encouraged to listen to each other well, there is increased focus and more correct information input is given as well as right questions are asked by the team in order to come up with the right solution. These enhancements can enhance patient care and increase awareness between one another among the team members.[29] Ethical resolution skills are also very useful in keeping communication in health care teams effective during conflicts.

There are always going to be people who don't see eye to eye, or who can't communicate effectively, and conflict is naturally going to occur potentially damaging the harmony of a team. Where there are problems, professionals should have proper ways of handling them in civility. Some of the key areas require training of the conflict resolution tactics among the members of the training staff

this will ensure that any rising conflict is addressed by open discussions, negotiation and embracing most of the resolutions skills thereby enhancing the desired productive atmosphere in the workplace. Also, to get to the end, it is crucial to provide an environment that allows employees – team members to speak freely of issues they may have with or ideas that are against their colleagues or management; this means the organization should protect employees when they come forward with complaints about prejudice or prejudice-related conduct in the workplace.[30] Another strategy is about role clarification, though an individual same strategy can be part of the implementation of another strategy. With the help of efficient communication members of the team get actual clearly outlined view of their part and the part of the other members with whom they combine their efforts. There is likely to be confusion on who does what, there is mostly likely to be duplication and in extreme cases, assignments are likely to be ignored all together. It is good for every worker to recognize how he or she falls into the working structure of a team and what responsibilities he or she is to undertake. For instance, a physician is diagnostic and prescribes and treats a disease while a nurse is responsible for patient comfort and checks on the patient's condition and a Pharmacist oversees the medications. These stakeholders recognise that such boundaries help all members to appreciate when to engage with each other, and when particular tasks should be performed, so that overlaps or communication inadequacies do not occur. [11][12]However, other methods, such as courtesy and valuing patient-centered care, as well as empathy, need to be cultivated within healthcare teams in order to enable effective communication. Every team member should have the characteristics motivating and accepting others, as well as appreciating their work and knowledge. This explanation of communication guarantees that in practice, not only do healthcare providers prioritize task-based treatment of patients yet also addresses the needs of emotional and psychological patients as well as fellow healthcare providers. Understanding the stress and concerns of other members makes better cooperation and interactions positive and also keeps the healthcare setting appropriate for other workers.

Conclusion

Therefore, it important that interdisciplinary communication be efficient as a way of delivering quality and patient-centered care. Some solutions healthcare teams may use to deal with communication issues include structured communication tools, specific-focused active listening, daily collaboration meetings, and Individuals' defined roles, and Conflict resolution mechanisms. Even more, the use of EHRs and feedback mechanisms also helps to pass information and makes decision-making easier. Such strategies would help healthcare organizations champion polka, effective, and timely communication amongst the working team and therefore facilitate optimal patients' care. Finally, the focus on enhancing cooperation between members of the healthcare teams benefits the purpose of providing adequate and high-quality care to the patients while members of the teams cooperate and respond to the needs of all the served population.

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الملخص

الخلفية: تعد إحدى الشروط الأساسية في أي مؤسسة رعاية صحية هي التواصل بين العاملين في مجال الرعاية الصحية بمختلف تخصصاتهم. ومع ذلك، تواجه الفرق المتعددة تحديات في التواصل تؤدي إلى أخطاء ونواقص تؤثر سلباً على المرضى.

الهدف: يهدف البحث إلى تحديد طرق يمكن من خلالها لفرق الرعاية الصحية متعددة التخصصات، وخاصة فرق التمريض، الطب، الصيدلة، والمختبرات، أن تتواصل بفعالية فيما بينها.

الطرق: يتضمن البحث مراجعة الأدبيات الحالية المتعلقة بأساليب التواصل بين فرق الرعاية الصحية، ومن الممارسات الأساسية، أدوات الاستماع والتواصل، تقسيم العمل عبر اجتماعات يومية متعددة SBAR التي تمت مناقشتها: استخدام أدوات مثل (تحديد أدوار ووظائف كل عضو في EHRs التخصصات، تقنيات المعلومات الصحية مثل السجلات الصحية الإلكترونية) الفريق، وطرق التعامل مع النزاعات المهنية بين التخصصات.

بالإضافة إلى الاستماع SBAR **النتائج:** أظهرت التقييمات أن استخدام أساليب مُحسَّنة ومنظمة في نقل وتسليم المعلومات مثل النشاط واستخدام السجلات الصحية الإلكترونية، يُعزز من نقل المعلومات واتخاذ القرارات بين أعضاء الفريق. كما تُسهم الاجتماعات اليومية أو الأسبوعية متعددة التخصصات وفهم نطاق الممارسة لكل تخصص في تحسين التعاون وتقليل الالتباس.

الخاتمة: يعتبر التواصل الهيكلي والوظيفي بين فرق العمل متعددة التخصصات عنصراً أساسياً لنجاح مؤسسات الرعاية الصحية. وبما أن معظم ممارسات الرعاية الصحية هي بطبيعتها متعددة التخصصات، فإن أهمية بعض الحلول المقترحة، مثل الأدوات الموحدة أو الاستماع النشط أو توضيح أدوار أعضاء الفريق، لا يمكن الاستهانة بها في المؤسسات الصحية لتقليل الآثار السلبية التي تعيق تحسين نتائج المرضى.

السجلات الصحية الإلكترونية، SBAR **الكلمات المفتاحية:** رعاية المرضى، التمريض، الصيدلة، التواصل في الرعاية الصحية، إدارة الأدوية، الأخطاء، العمل الجماعي، خدمات التشخيص، سلامة المرضى، نتائج الصحة.