



Interprofessional Collaboration Implementation Strategy At Bina Kasih Hospital Medan

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<p>Track Record Article</p> <p>Accepted: 09 July 2023 Revised: 23 October 2023 Published: 30 December 2023</p> <p>How to cite : Siahaan, Duva, M., Ginting, Novalinda, C., & Nasution, Wahyuni, S. (2023). Interprofessional Collaboration Implementation Strategy At Bina Kasih Hospital Medan. <i>Contagion: Scientific Periodical Journal of Public Health and Coastal Health</i>, 5(4), 1489–1498.</p>	<p style="text-align: center;">Abstract</p> <p><i>In the services carried out in the hospital, there are various health professional experts involved. Where to run a hospital program that aims at patient safety, a collaboration between health professionals is needed. IPC science is one of the ways used to strive for the improvement of service quality in hospitals. The IPC has several implementation strategies that must be fulfilled in the implementation of the IPC. The purpose is to know the concept and strategy of IPC implementation and obstacles in improving patient safety at Bina Kasih Medan Hospital. The research was conducted at Bina Kasih Hospital, Medan, from July 2022 to August 2022. The methods used are data collection techniques after obtaining ethical permission, conducting in-depth interviews and writing transcripts of interview results and processing data by conducting observations, analyses, relevant independent studies that focus on the implementation of IPC at Bina Kasih Hospital Medan in improving patient safety. Results Based on the search results obtained 4 themes that are an overview of the IPC Implementation Strategy at Bina Kasih Hospital Medan, namely: (1) The concept of Interprofessional collaboration, (2) Practice in implementation at the Hospital, (3) IPC Strategy that occurred at Bina Kasih Hospital, (4) IPC Obstacles that occurred at Bina Kasih Hospital. Conclusion The implementation of the IPC Strategy implemented by Bina Kasih Hospital Medan according to participants has carried out the service well.</i></p> <p>Keywords: <i>Health Workers, Interprofessional Collaboration, IPC</i></p>
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INTRODUCTION

A hospital is a health service institution that provides services comprehensive individual health that provides inpatient, outpatient and emergency efforts (Toney, 2021). Complete health services according to Law number 44 of 2009 article 1 paragraph 3 are services which include promotive, preventive, curative and rehabilitative services (Simanjuntak, 2019)

Health services provided in hospitals are carried out by various professional staff health (Larasati, 2017). There are various professions involved in health services consisting of medical personnel (Anggreni, 2023), medical personnel, clinical psychology personnel, midwifery personnel, pharmaceutical personnel, nutrition workers, medical technicians and biomedical engineers (Adani, 2018).

Collaborative practice can be done by running programs, especially in patient safety (Majima, 2019). Interprofessional collaboration (IPC) is very necessary to support improving the quality of service (Siokal, 2019). Interprofessional collaboration is cooperation between Health professionals from different professional backgrounds with patients and patient's family to provide the best quality of service (Budiono, 2018).

The complexity of patient problems and the management services involved multi-professionalism has the potential to lead to fragmentation of services which can have implications for patient safety issues, if team collaboration is not effective (Ridar, 2018), then it is necessary interprofessional collaboration (Pinar, 2015). Various professions involved in health services consist of: medical personnel (Budiono, 2016), clinical psychology personnel, health personnel, midwifery personnel, pharmaceutical personnel, nutrition workers, medical technicians and biomedical engineers (Karem, 2019). Actions of interprofessional collaboration or Interprofessional Collaboration (IPC) is very necessary to improve quality improvement service (Simanjuntak, 2019).

In research conducted by (Wahyuningsih, 2019) obtained results research that received 4 (four) themes, namely barriers to interprofessional collaboration (Husnaini, 2018), basics of collaboration competency, success criteria for interprofessional collaboration and Health professionals' expectations of IPC (Fatalina, 2015). This research explains that Interprofessional collaboration can be carried out in hospitals provided there is cooperation and good communication between health workers in the hospital. Obstacles Too found in research (Henny, 2019) explains that there is a gap in implementation of collaboration between health workers (Toney, 2021). This is because there are differences views between doctors and nurses where doctors feel the role of doctors is more important Due to a higher level of knowledge, it can cause internal obstacles implementing collaboration (Schutz, 2019)

In this case, the researcher intends to see how the IPC implementation strategy is carried out Bina Kasih Hospital Medan in terms of resolving related obstacles with Interprofessional Collaboration. So that researchers are able to assess what this strategy is good or bad impact on Bina Kasih Hospital Medan, so if the strategy. This produces a good impact so it can be applied in other hospitals that have it the same circumstances, challenges and obstacles as the Bina Kasih Hospital in Medan.

METHOD

This research is an analytical observational research carried out by data analysis thematically. The research was conducted at Bina Kasih Hospital, Medan, from July 2022 to August 2022. The research population was all directors and chief medical staff (KSM) in hospitals Bina Kasih Medan. The research sample was all directors and KSM who were willing provide information regarding strategies and obstacles to implementing IPC. The data obtained is good from interviews and written documents. The types of data collected in this research are primary data and secondary data. The data collection technique used was primary data from direct interviews with open and closed questions. Secondary Data, namely in the form of written documents regarding the implementation of the IPC at Bina Kasih Hospital Medan. Measurement methods are editing, tabulation and data analysis.

RESULT

1. Interprofessional Collaboration (IPC) Concept

After the interview that the researcher had conducted to 4 participants and conducted Analysis by listening back to the results of recorded interviews and writing into the transcript so that it was found that the Interprofessional Collaboration (IPC) that Participants are cooperative relationships carried out by several different professions who work in hospitals both cooperation between doctors and nurses, doctors and laboratories, nurses and laboratories, doctors and patients, nurses and patients. With the aim to solve problems with patients to provide services centered on patient.

2. Practice in Implementation at Bina Kasih Medan Hospital

From the results found, practice has been carried out in the implementation at Bina Kasih Medan Hospital. But from the results of the interview, it is known that cooperation between medical personnel seems to occur due to the lack of face-to-face between experts.

3. IPC Strategy that Occurred at Bina Kasih Medan Hospital

In Interprofessional Collaboration, there are several competencies that must be done to create good implementation for hospitals. In addition to being a guideline for running a good IPC, IPC competence is also important to help equalize perceptions between different professions. Based on the data analysis conducted by researchers, there is no dominant difference in the competence of IPC carried out at Bina Kasih Hospital Medan. But health workers need to increase their knowledge and also the ability to collaborate with other health workers so that it has a positive impact on patients at Bina Kasih Medan Hospital.

From interviews conducted by researchers to participants, researchers received information from participants that the competence that occurred at Bina Kasih Medan Hospital had occurred. The strategies that occur at Bina Kasih Medan Hospital are as follows: (1) Ethics, (2) Role and Responsibility, (3) Communication, (4) Teamwork :

1). Ethics

In terms of ethics, according to researchers through the results of interviews have been conducted such as respecting each other's competencies, and respecting patient privacy, telling patients about illnesses, permission for all actions to patients, patient decisions, patient culture, developing trusting relationships with patients and demonstrating high ethical standards and quality of care based on team care.

2). Roles and Responsibilities

Results obtained from interviews related to role responsibilities can also be it was interpreted that it had been carried out in terms of implementation at Bina Kasih Medan Hospital. The speakers understood their respective competencies and understood each other's competencies. The results also found that they had carried out these activities. But from the interview results of the interviewees there is also a lack of information about the roles and responsibilities among health professionals.

3). Communication

From the results found about the implementation of Interprofessional Collaboration, the resource persons have done and know the purpose of implementing communication at Bina Kasih Hospital Medan. Where communication is also meant actively and skillfully to facilitate various information and decision making. Found also communication methods between health workers, especially doctors and nurses in the form of medical records. This states that communication is a behavior that determines patient health, where one of the functions of communication is to reduce the occurrence of errors in handling patients due to differences of opinion between teams.

4). Teamwork

From the results found, the speakers assessed that teamwork has the similarity of the 3 competencies before him, and the resource persons have done what is called cooperation. Where the role of the team is not only limited to working on competencies but participating in planning, delivering and evaluating what to do to the patient

4. IPC Obstacles that Occur at Bina Kasih Medan Hospital

According to the results of the research conducted, the implementation of IPC is indeed classified as good at Bina Kasih Medan Hospital, but it is undeniable that there are also some small obstacles that occur. Obstacles that can occur can occur between fellow medical experts and can also occur between medical experts and patients. From the interview results, the obstacles experienced were also related to the implementation of IPC at Bina Kasih Medan Hospital. Both in terms of (1) Ethics, (2) Roles and Responsibilities, (3) Communication and (4) Teamwork :

1) Ethics

From the results of the interview, it was found that a team of experts had implemented well. So that very few obstacles occur because they already have the same mindset between health experts.

2) Roles and Responsibilities

Roles and responsibilities are important competencies. From the results that it was found from interviews of resource persons that it was known that all health experts have one goal despite having different competencies. It can it is known that health professionals try to explain to patients related to the disease. But there are barriers in culture, science and differences in hours and workload between health professionals cause problems to carry out their respective roles. But there are also those who have no obstacles.

3). Communication

From the results of interviews, obstacles from the field of communication have the same scope. Where there are socio-cultural problems between health professionals and patients so that it is difficult to carry out effective communication. There is also a problem of communication between health experts, namely differences in literature that used. But there are also those who have no barriers when it comes to communication.

4). Teamwork

Obstacles in terms of teamwork at Bina Kasih Medan Hospital it was found from the interview results of the interviewees to be conditional because there was an opinion that teamwork was disrupted if it had problems in terms of the number of patients due to limited health experts. Even so, it is not the discovery of serious obstacles in terms of teamwork.

From the results of interviews conducted by researchers, participants were considered to already know in explaining about IPC. Participants explained that IPC is a form of mutual cooperation between health workers, be it doctors, nurses, and laboratories and so on who work together to solve and discuss a case that aims to improve service to patients and for the sake of patient recovery. Interprofessional Collaboration is a form of collaboration with other health professions in order to conduct, communicate, collaboration that proves that treatment on casein is carried out in a realistic and sustainable manner. (IOM, 2003).

From the interviews, it was found that interprofessional collaboration at Bina Kasih Hospital Medan has been done well where it is explained that doctors have handled patients in the emergency room then the nurse performs important tasks, then the nurse also convey important things to other health officers such as laboratories. Doctor and nurses also do not forget to explain health problems, actions and diseases to patients as well as the patient's family. This can happen because it is in accordance with the plan and experts understand the competence of each profession and they are responsible will each competence and carry it out. But there is a difference in one institution in this study that does not understand IPC practices due to lack of intensity in meeting and exposure to patients because of their own competence, namely health workers who work in laboratories.

From the results obtained, there are 4 competency strategies in running IPC in hospital. Bina Kasih Medan Hospital already has these four competencies it is proven that they have understood and implemented the four competencies even though there are some of the obstacles and differences in experience when it comes to engaging directly with patients such as : laboratory experts. However, in terms of patient interests, several competencies have been carried out that run IPC in Bina Kasih Medan Hospital.

According to the results of the research conducted, the implementation of IPC at Bina Kasih Hospital Medan is already relatively good, but it is undeniable that there are still some obstacles and conflicts that may occur. The obstacles that occur in the implementation IPC based on the results of research revealed by patrisipan in this study is, forget to remind the task between health workers, and there is a competency that overlapping between nurses and doctors in educating patients due to differences in literature.

DISCUSSION

Interprofessional Collaboration (IPC) Concept

The results of interviews conducted by researchers, participants were considered to have deep knowledge explain about IPC. Participants explained that IPC is a form of mutual cooperation exchange between health workers, be it doctors, nurses, laboratories and so on work together to resolve and discuss a case with the aim of improving service to patients and for the sake of patient recovery. Interprofessional Collaboration is a form of collaboration with other health professions in order to carry out, communicate, collaboration that proves that patient care is carried out in a realistic and reliable manner sustainable (IOM, 2003)

The aim of carrying out this IPC is also in line with other research which states that IPC is an involvement between health workers who have skills and knowledge different and applied according to their scientific competence to resolve complaints or patient health problems. This is said to be good when each health worker interacts with each other respect within the team both personally and professionally and work together it is good (Penney, 2015)

Practices in Implementation at Bina Kasih Hospital Medan

From the results of interviews it was found that there was interprofessional collaboration at Bina Kasih Hospital Medan has done well where it is explained that the doctor has treated the patient in the emergency room, nurses carry out important tasks, then nurses too convey important things to other health officers such as laboratories. Doctor and Nurses also do not forget to explain health problems, actions and illnesses to patients and the patient's family. This can happen because it is in accordance with the planning and Experts understand the competence of each profession and they are responsible of their respective competencies and implement them.

But there are differences in one agency in this research that do not understand regarding IPC practices due to the lack of intensity of meeting and being exposed to patients due to their own competence, namely health workers who work in laboratories. This research is also in line with Cipolle (2010), namely the involvement of pharmacists in hospitals with the IPC concept still low. This is contrary to International Pharmaceutical Federation (IPF) which states that pharmacists are pharmaceutical care professionals has responsibility for drug administration, starting from drug administration to impact. What the drug causes must be conveyed to the patient to improve quality of life patient is awake. However, these health workers still do not want to accept responsibility. This is because it is relatively new.

IPC Strategy that Occurs at Bina Kasih Hospital Medan

From the results obtained, there are 4 competency strategies in carrying out IPC in hospital. Bina Kasih Hospital Medan already has these four competencies proven to have understood and implemented these four competencies even though they exist several obstacles and differences in experience in terms of being directly involved with patients such as laboratory experts. But in terms of patient interests, some have been done competencies that carry out IPC in Bina Kasih Hospital Medan.

The results of this research are supported by other research, namely that CPPT can improve work cooperation and communication towards Interprofessional Collaboration. This method is expected to work increasing effective communication between professions, more efficient recording, minimizing errors communication, and improving patient safety which has an impact on quality service. Therefore, CPPT is able to improve the way it communicates with experts health (Santoso, 2018). Communication between professions is also easier because the basic equation of knowledge is an insight into one field, namely the health sector.

Teamwork from the research results has been carried out well. Doctors, nurses, laboratories have indirectly worked together to collaborate in deal with the problems experienced by patients as best as possible. Good in terms of deceasednosa until to providing information from the start of treatment until the patient recovers is delivered properly good. Teamwork cannot be separated from the application of partnership values. The results of the research were found that the relationships that exist between health workers in the ER make communication easier and teamwork. In line with research (Hardin, 2018) that working together is good carried out by doctors and nurses with partnership scores in the good category. So it can happen cooperation, both coordination and joint decision making.

IPC Barriers that Occur at Bina Kasih Hospital Medan

According to the results of research conducted, the implementation of IPC at Bina Kasih Hospital The terrain is considered good, but it cannot be denied that there are still some obstacles or conflicts that may occur. There are obstacles that occur in implementation. The IPC based on the research results expressed by the participants in this study is, forget to remind the tasks between health workers, and competence occurs overlapping between nurses and doctors in educating patients due to differences in literature.

Although the cooperation factor is known to be important when it comes to health workers, it still has obstacles in its implementation, namely the lack of interaction communication among health professionals. Factors that cause professional ego attitudes, the lack of interaction time and the emergence of inter-professional stereotyping. Constraint the next is the absence of a regular consultation schedule in the form of an involving meeting all health experts, there are no inter-professional joint visits and there is no reporting tiered patients. Visite functions as a means of exchanging development knowledge carried out on patients, so that if it does not occur it will have an impact on patient care (Bryant, 2000)

The visitors created will build interaction between experts health, discipline and responsibility for the better (Whitney, 2009). Barriers do not only occur between health professionals, but also between staff health expert-patient which is influenced by different cultures and levels of background different rears. So it makes it difficult in terms of communication competence.

CONCLUSION

The conclusion from the research conducted was that the implementation of Interprofessional Collaboration (IPC) which was carried out at Bina Kasih Medan Hospital according to the participants who were running the service was good. One of the supporting factors for good implementation is the presence of ethics, communication between health workers and equal knowledge between their respective competencies in terms of profession and good cooperation which causes a reduction in the incidence of misunderstandings and conflicts that may occur.

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