

EXPERIENCES AND SHARED MEANING OF TEAMWORK AND INTERPROFESSIONAL COLLABORATION AMONG HEALTH CARE PROFESSIONALS IN PRIMARY HEALTH CARE SETTINGS: A SYSTEMATIC REVIEW*.

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INTRODUCTION

During the last decade, teamwork has been addressed under the rationale of interprofessional practice or collaboration, highlighted by the attributes of this practice such as: interdependence of professional actions, focus on user needs, negotiation between professionals, shared decision making, mutual respect and trust among professionals, and acknowledgment of the role and work of the different professional groups. Teamwork and interprofessional collaboration have been pointed out as strategy for effective organization of health care services as the complexity of healthcare requires integration of knowledge and practices from different professional groups. This integration has a qualitative dimension that can be identified through the experiences of health professionals and to the meaning they give to teamwork.

OBJECTIVE

The objective of this systematic review was to synthesize the best available evidence on the experiences of health professionals regarding teamwork and interprofessional collaboration in primary health care settings.

METHOD

Systematic Review. Ten databases were searched for papers published from 1980 to June 2015. Studies published in English, Portuguese and Spanish were considered. Methodological quality was assessed using the Qualitative Assessment and Review Instrument developed by the Joanna Briggs Institute. All 21 included studies received a score of at least 70% the questions in the instrument. Qualitative findings were extracted using the Joanna Briggs Institute Qualitative Assessment and Review Instrument. Qualitative research findings were pooled using a pragmatic meta-aggregative approach and the Joanna Briggs Institute Qualitative Assessment and Review Instrument software. There were 223 findings aggregated in 15 categories, which were meta-aggregated into three synthesized findings.

* Full text available @ JBI Database of Systematic Reviews and Implementation Reports

RESULTS

Categories	Synthesized finding
Attitudes and beliefs Roles and responsibilities Practice Communication Space Conflicts Leadership	The health professional's experience of teamwork and the interprofessional collaboration process is based on daily practices triggered by users' needs and includes integration, trust, respect, openness to collaboration, a feeling of belonging, humility, time to listen and talk. Interprofessional collaboration requires communication and sharing of workspaces to ensure frequent contact and sociability, appreciation and knowledge of different practices and professional roles, especially in complex cases, and shared leadership to deal with conflicts and tensions.
Facilities Benefits Barriers Philosophies of care	The health professional's experience with conditions and consequences of teamwork and interprofessional collaboration shows the importance of a care philosophy guided by the connection with the patient and family. This is especially evident in the papers dealing with the Brazilian Family Health Program. This generates gains in collaborative care: as continuity of action, improvement in relations, time saving and continual learning. Teamwork is a practice facilitated by individual and collective initiatives in the areas of labor and management, although there are still structural, ideological, organizational and relational barriers.
Referral Education and training Working determinants Biomedical paradigm	The health professional's experience of teamwork and interprofessional collaboration is determined by the biomedical paradigm, social division of labor, provision of services in the referral network and counter reference, and specific training in teamwork during undergraduate study and in the workplace.

Table 1 Categories and synthesized findings of 21 included studies.

RECOMMENDATIONS FOR PRACTICE (GRADE A)

Professionals should invest in teamwork and interprofessional collaboration since they improves relations and continuity of care

Professionals should understand that interprofessional initiatives, respectful and responsive relationships, team-focused care and technological innovations improve teamwork

Professionals should overcome structural, ideological, organizational and relational barriers that hinder teamwork

Professionals should share the same space and maintain face-to-face contact in order to work every day as a team

Professionals should understand that communication is necessary for teamwork and should promote an interprofessional environment

Professionals should understand that teamwork is a daily practice and involves integration, synergy, availability and reliability

Professionals should invest in efforts to know of the roles and responsibilities of the different team members

Professionals should understand that interprofessional conflicts interfere with teamwork in primary health care

Professionals should understand that teamwork depends on the referral and counter-referral network

Professionals should understand that working conditions interfere with teamwork in primary health care

Professionals should understand that the common goal of teamwork in primary health care is to respond to healthcare needs

