Impact of Good Nurse- Pharmacy Communication in Achievement of Excellent Care

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ABSTRACT

Background: Effective communication between nurse- pharmacy is essential for fostering a supportive working environment, enhancing patient safety, and improving healthcare outcomes. Poor communication is a significant contributor to sentinel events and adverse incidents in healthcare, particularly in nursing contexts. This study explores the relationship between nurse- pharmacy communication satisfaction and patient safety culture, focusing on the impact of communication satisfaction on safety culture perceptions and practices in hospital settings.

Methods: A cross-sectional study was conducted using a proportional random sampling method to collect data from nurse- pharmacy working in four medical/surgical units. Nurse- pharmacy who had worked in the hospital for at least two months, provided direct patient care, and worked over 7.5 hours weekly were included. The Communication Satisfaction Questionnaire (CSQ) and the Hospital Survey on Patient Safety Culture (AHRQ) were used to assess communication satisfaction and safety culture, respectively. Spearman's Rank correlation test was used to analyze the relationship between the variables, with a significance level set at p<0.05.

Results: A total of 51 nurse- pharmacy participated, with the majority (82.4%) aged 20-30 years and 76.5% being female. The study revealed a significant positive correlation between nurse- pharmacy communication satisfaction and the quality of patient safety culture (p=0.015, α=0.05, r=0.338). Nurse- pharmacy with higher communication satisfaction showed a better perception of patient safety culture, particularly in areas like teamwork, coordination, and collaboration with doctors. However, challenges like staffing issues and workload remained concerns for patient safety.

Conclusion: The study found that communication satisfaction among nurse- pharmacy is significantly related to the quality of patient safety culture. Improving communication within healthcare teams is essential for fostering a positive safety culture, which can lead to better patient outcomes and reduced adverse events. Hospitals should prioritize enhancing communication practices to strengthen both nurse satisfaction and patient safety.

Keywords: nurse, pharmacy, communication, satisfaction

INTRODUCTION

A two-way process, effective communication between a nurse and a pharmacist entails communicating messages that are both clear and intelligible and that are understood and accepted by everybody involved. This improves patient safety and creates a positive work atmosphere (1). The Joint Commission claims that two-thirds of sentinel events in the healthcare industry are caused by inadequate communication. Furthermore, poor communication between a nurse and a pharmacist frequently results in discontent and a decrease in the two parties' autonomy (2). Uncertain communication adds to doctors' job discontent, and they become frustrated when orders are delayed (3). Patient safety and care quality are adversely affected by these communication

breakdowns. According to Donchin et al. (4), inadequate communication between nurses, pharmacists, and physicians accounts for 37% of healthcare errors, especially in intensive care units, many of which are avoidable. The organization's overall perspective, integration, feedback, relationships with superiors, horizontal communication, media quality, communication climate, and employee interactions are the eight characteristics that make up communication satisfaction (4). Women scored worse in areas like organizational viewpoint and media quality, according to research on nurse-pharmacy communication satisfaction in intensive care units (5). When compared to individuals with graduate or undergraduate degrees, nurse-pharmacists with master's degrees also scored lower on media quality and communication climate (6).

The adoption of a patient safety culture is a crucial component of healthcare quality since favorable opinions of this culture are associated with fewer adverse events (7). The prevention, avoidance, or correction of adverse outcomes or harm during hospital treatment is referred to as patient safety (8,9). The increase in adverse events that endanger patient lives has made this field more and more crucial. Adverse occurrences in healthcare were determined to be roughly 10% in the UK and 16.6% in Australia, according to a 2013 Joint Commission International report (10). Additionally, the survey noted that 46.2% of incidents were bad events and 47.6% of incidents were near-misses. A nationwide committee documented 137 safety incidents, most of which were classified as near-misses or unpleasant events (11). There was a discernible rise in adverse events between 2007 and 2011, which led healthcare professionals to concentrate on lowering their frequency. Because they frequently interact directly with patients, nurses and pharmacists are essential to enhancing patient safety (12). Hospital employees are therefore frequently involved in assessing and figuring out the degree of patient safety in healthcare facilities.

Leadership, teamwork, evidence-based practices, communication, learning, accuracy, and patient focus are the seven essential components of a patient safety culture (13). In hospitals, providing high-quality services requires effective communication, which is also vital for many organizational tasks. Communication between team members promotes mutual understanding and guarantees that tasks are coordinated to meet objectives in healthcare settings. Similarly, a key component of safe and dependable patient care is efficient communication amongst healthcare professionals.

Performance, job happiness, and employee engagement are all impacted by internal communication, which has a major impact on the achievement of organizational goals. Positive nurse-pharmacy communication also leads to better patient outcomes, such as shorter hospital stays, fewer adverse events, and more patient satisfaction (14–16).

According to an initial survey carried out in hospital inpatient units, 57.4% of patients expressed dissatisfaction with the way their healthcare teams communicated. Among the problems were information transfer delays, especially through WhatsApp, and a failure to complete work on time; several employees neglected to execute orders after completing other duties. Eighty percent of nursing staff members who participated in interviews expressed dissatisfaction with communication, especially with regard to the lack of transparency with supervisors and the restrictions placed on the exchange of ideas and opinions. The purpose of this study is to investigate the connection between patient safety culture and communication satisfaction.

Design and Methods

A cross-sectional design was used in this study to investigate the connection between safety culture and communication satisfaction. Data from nurse-pharmacists working in four hospital medical/surgical units was gathered using a proportional random sampling technique. The chosen nurse-pharmacist fulfilled certain requirements, such as working more than 7.5 hours per week, giving direct nursing care to patients, and having at least two months of experience working in an inpatient unit. The Hospital Survey on Patient Safety Culture by AHRQ and the Communication Satisfaction Questionnaire (CSQ), which had a reliability value of $r=0.990$, were used to collect data and evaluate safety culture. The Spearman Rank statistical test was used to examine the relationship between the two variables, and SPSS for Windows version 16 was used for statistical analysis. A significance level of $p<0.05$ was established.

RESULTS AND DISCUSSION

Table 1 shows that a significant portion of the study participants, 42 nurse- pharmacy (82.4%), were aged 20-30 years. In terms of gender, 76.5% (39 nurse- pharmacy) were female. Additionally, 26 nurse- pharmacy (51.0%) had worked in the hospital for 1-5 years. The frequency distribution of patient safety culture is shown in Table 2. The quality of patient safety culture and nurse-pharmacy communication satisfaction were shown to be significantly correlated by the Spearman rank correlation test results. This implies that a better patient safety culture is linked to greater levels of communication satisfaction between nurses and pharmacies ($p=0.015$; $\alpha=0.05$; $r=0.338$).

The majority of participants in a study on communication satisfaction among 51 nurses and pharmacists reported high levels of communication satisfaction. One question, "the extent to which my supervisor listens and pays attention to me," received the highest scores, while the one about superiors disclosing financial status received

the lowest. This aligns with the concept of openness in communication, which can negatively impact the work environment if not properly addressed. However, another study with 110 respondents (70.5%) reported that nurse organizations' communication satisfaction was weak due to inadequate experience in conveying messages (17).

The highest communication satisfaction was found in the 20-30 year age group, which is the predominant age group among the respondents. Additionally, age is correlated with the length of time worked in the hospital. This is consistent with research suggesting that communication satisfaction increases with age as staff become more experienced, which enhances their communication effectiveness and job satisfaction (18). Longer work experience within a hospital setting enables nurse- pharmacy to develop better communication skills, thus improving the quality of patient care and safety.

To complete tasks and meet unit objectives, nurse-pharmacy must communicate effectively. When there are sufficient channels of communication, nurses and pharmacists are pleased with the accessibility and lucidity of information pertaining to their jobs. Effective working relationships between peers, supervisors, and subordinates are fostered when employees are satisfied with communication, according to the literature currently in publication. The study found that the majority of nurse- pharmacy had a positive safety culture, with the highest scores for teamwork and coordination, particularly in terms of collaboration with doctors and patient management. However, the lowest scores were related to having enough staff to manage excessive workloads, which negatively impacts patient safety culture. This finding aligns with research by Pujilestari et al. (20), which also showed that safety culture quality was divided between good and poor among nurse- pharmacy.

The study also found that the quality of patient safety culture and nurse-pharmacy communication satisfaction were significantly correlated. Safety culture quality rises in tandem with communication satisfaction (19, 22, 23). A positive organizational climate, where open communication is fostered, enhances job satisfaction, communication satisfaction, and overall performance. In healthcare settings, poor communication is responsible for a significant percentage of errors, highlighting the importance of effective teamwork and interprofessional collaboration to improve patient safety (23, 24).

Nurse- pharmacy ' communication satisfaction was also found to be linked to their ability to apply patient safety practices, with managers playing a crucial role in improving communication within nursing teams. Managers who encourage open communication, provide guidance, and foster a supportive environment contribute to better teamwork and increased satisfaction, which in turn improves the overall patient safety culture (23, 25, 26). Effective communication between nurse- pharmacy , doctors, and other healthcare professionals is vital for fostering cooperative relationships and ensuring quality patient care.

Table 1. Demographic characteristics of respondents.

Characteristics	n	%
Age		
20-30 years	42	82.4
>30 years	9	17.6
Sex		
Male	12	23.6
Female	39	76.5
Hospital units		
Inpatient	34	66.7
Intensive care	11	21.6
Hemodialysis	6	11.7
Length of work		
<1 year	4	7.8
1-5 years	26	51.0
6-10 years	18	35.3
11-15 years	3	5.9

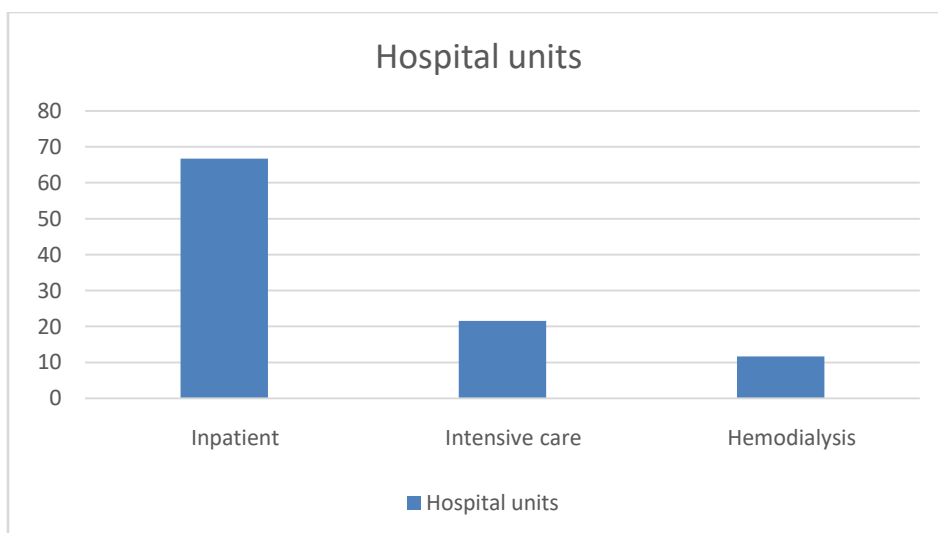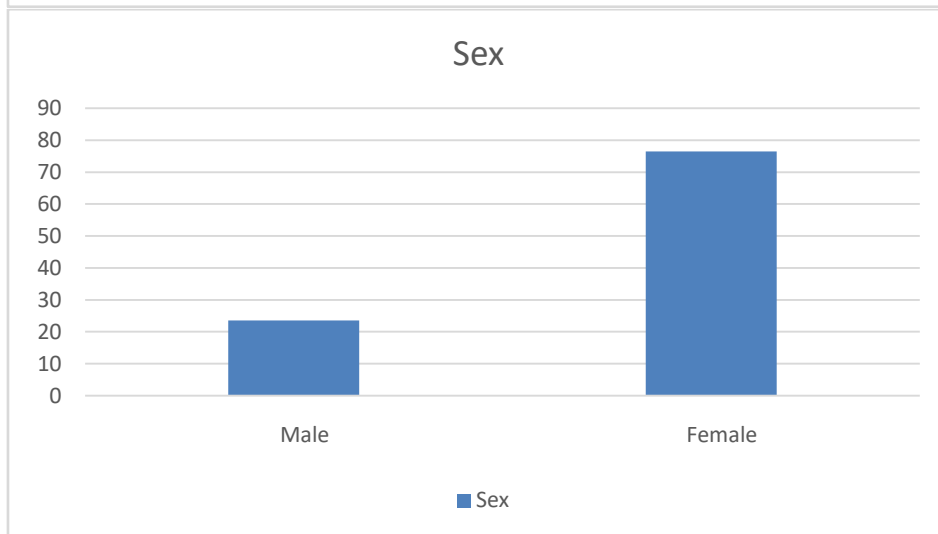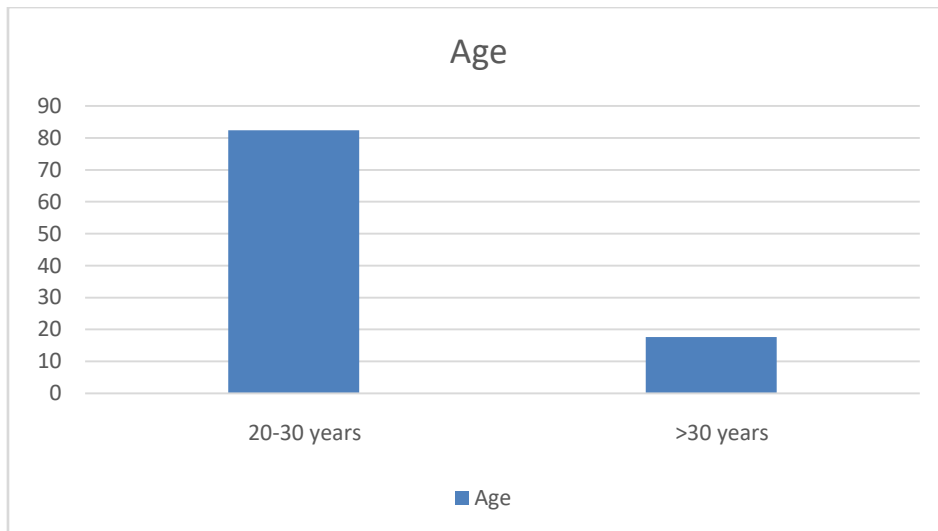## Age

Sex

Hospital units

Table 2. Frequency distribution on perceptions of patient safety culture.

Characteristics	% positive response rate
Expectations and activities of supervisors / managers that support Safety	65.19
Organizational learning - continuous improvement	96.73
Teamwork in the hospital unit	81.86
Openness of communication	62.74
Feedback and communication about error	83.01
Response not punish to error	40.52
Staffing	41.18
Hospital management support for patient safety	68.63

CONCLUSIONS

In conclusion, the study found that most nurse- pharmacy have high communication satisfaction within healthcare settings. However, hospitals should work on improving communication across units, between individual nurse- pharmacy , managers, and other healthcare workers. By fostering effective communication, organizations can lay the foundation for a strong patient safety culture, which is essential for high-quality healthcare delivery.

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