

INTERPROFESSIONAL COMMUNICATION IN HEALTHCARE: AN OVERVIEW ON MALAYSIAN PERSPECTIVE

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ABSTRACT

Communication is the cornerstone of healthcare setting which is one of the most important tools used to provide a great patient care and bring patient satisfaction. A noble communication is precarious to good healthcare and fundamental element for all health care process. However, the effectiveness of communication became a question due to the presence of high self-esteems such as ego, nonexistence of self-assurance, inefficient managing skills and unstructured organization lead to slow progress in productivity. The presence of communication always takes place whenever sharing patient's health information within or another team or group of medical specialists such as doctors, nurses and other staff at a hospital discussing how to treat existing and incoming patients. Strong communication strategies can improve the patients' health by address all the concerns of the patients by providing positive health outcome. However, it is significant for every health care professional well performed in their profession as they need to communicate strategically providing health information and improve positive health outcomes. This article is about an integrative review of interprofessional communication practiced by the health care professional at Malaysian perspective. It highlights the significant of interprofessional communication to achieve positive health outcome.

KEYWORDS: Interprofessional, healthcare, communication, outcome, patients

I. INTRODUCTION

Primary health care is an essential element to sustain quality services for the people in a nation. Literature shown that "communication" is an important element that health care professionals' practice and able to collaborate effectively in their career life as it is a significant component which should include between medical professionals and patients. Scholar explained interprofessional as professions from different field of expertise work as a team to achieve corporate resolution, obligation and common respect (Freeth, 2005). Literature described interprofessional as ability of a person's specialization with other medical specialists, patients, their families as well as the societies (Karam, Brault, Van Durme & Macq, 2018).

Interprofessional communication is tied up with collaboration of knowledge and skill of the health care professionals and their ability to communicate strategically in conveying positive health outcome. Health care professionals are working effectively, actively and competently in their specialized field to produce positive health outcome. Literature supported healthcare system is growing stressful on global health issues increased such as medical expenses, shortages in the health care-related workforce, the inability to understand and disgraceful to the health professionals on their contributions (Herath, Zhou, Gan, Nakandawire, Gong & Lu, 2017). Scholars pointed the relation between patient poor medical results; miscommunication lead to unproductive healthcare service such as delay in treatment process, mistakes in prescription, patient's misdiagnosis, injury or death (Foronda, MacWilliams & McArthur, 2016).