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The importance of interprofessional collaboration and leadership: Some findings from the SKO-study

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Collaboration and service quality



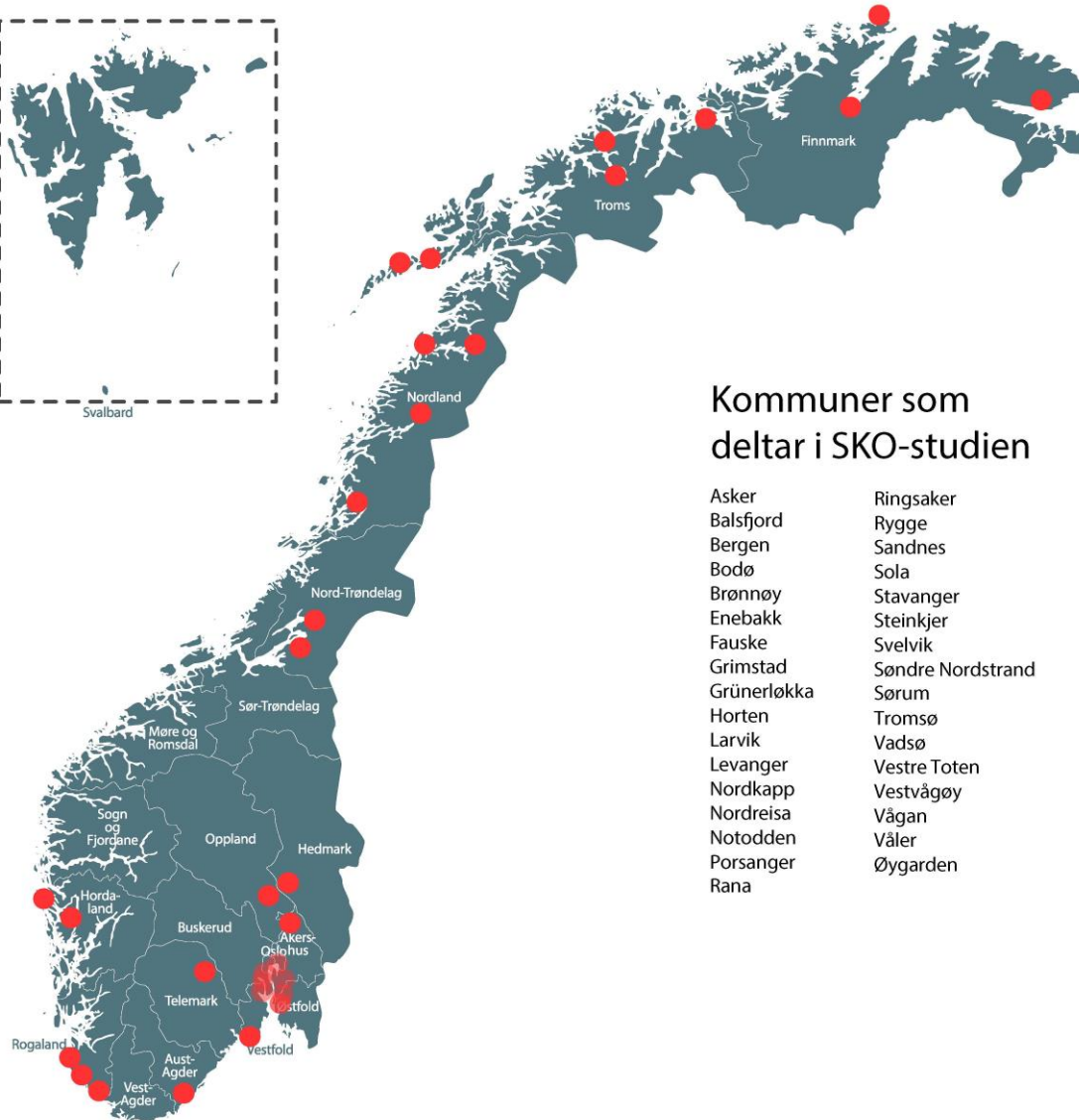
Service Quality- What is it?

- Parents- user satisfaction studies
- Health care professionals' evaluations
- Objective indicators

Research questions (some of them)

- Examine differences between municipalities with and without family centers in terms of indicators of quality of care, parent satisfaction and experiences of the health care professionals.
- Examine how leadership and interprofessional collaboration is linked to service quality
- Methods:
 - Parents, professionals and leaders completed surveys (online and paper)

Municipalities included from all over Norway



Kommuner som deltar i SKO-studien

- | | |
|-------------|-------------------|
| Asker | Ringsaker |
| Balsfjord | Rygge |
| Bergen | Sandnes |
| Bodø | Sola |
| Brønnøy | Stavanger |
| Enebakk | Steinkjer |
| Fauske | Svelvik |
| Grimstad | Søndre Nordstrand |
| Grünerløkka | Sørum |
| Horten | Tromsø |
| Larvik | Vadsø |
| Levanger | Vestre Toten |
| Nordkapp | Vestvågøy |
| Nordreisa | Vågan |
| Notodden | Våler |
| Porsanger | Øygarden |
| Rana | |

Research group meeting in Tromsø-2016

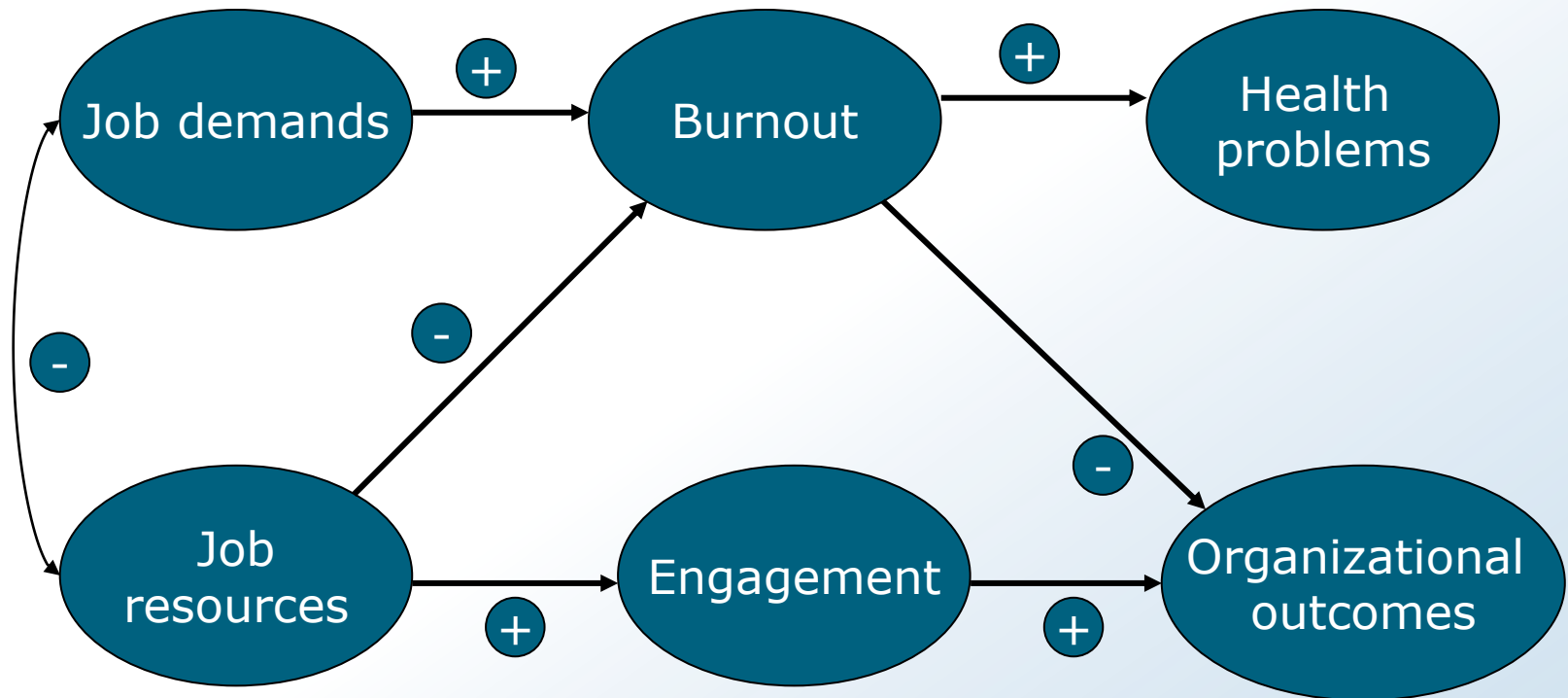


The professionals

Assumption: Their engagement, competence, job passion and ability to coloborate are essential factors that are linked to service quality



Job Demands-Resources Model



(Demerouti et al., 2001)

Many terms are used



Four types of increasingly 'tight' forms of interprofessional practice

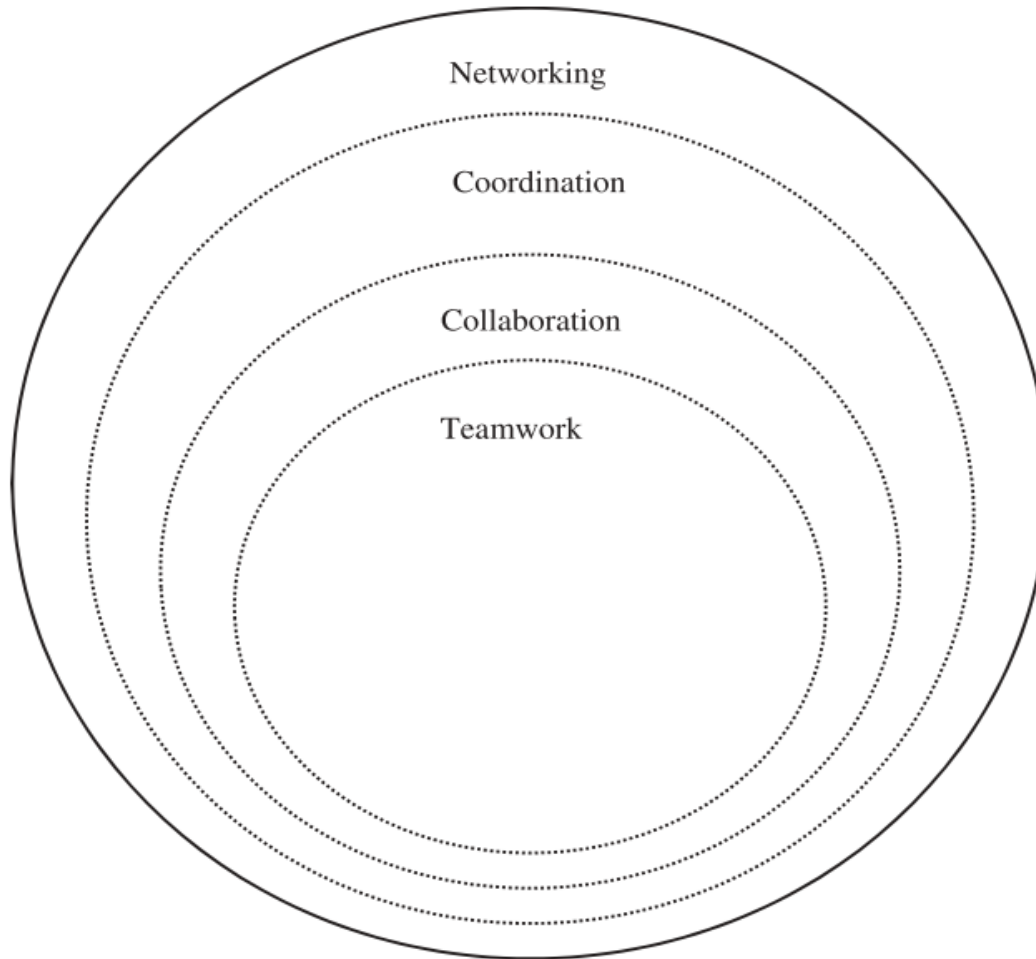
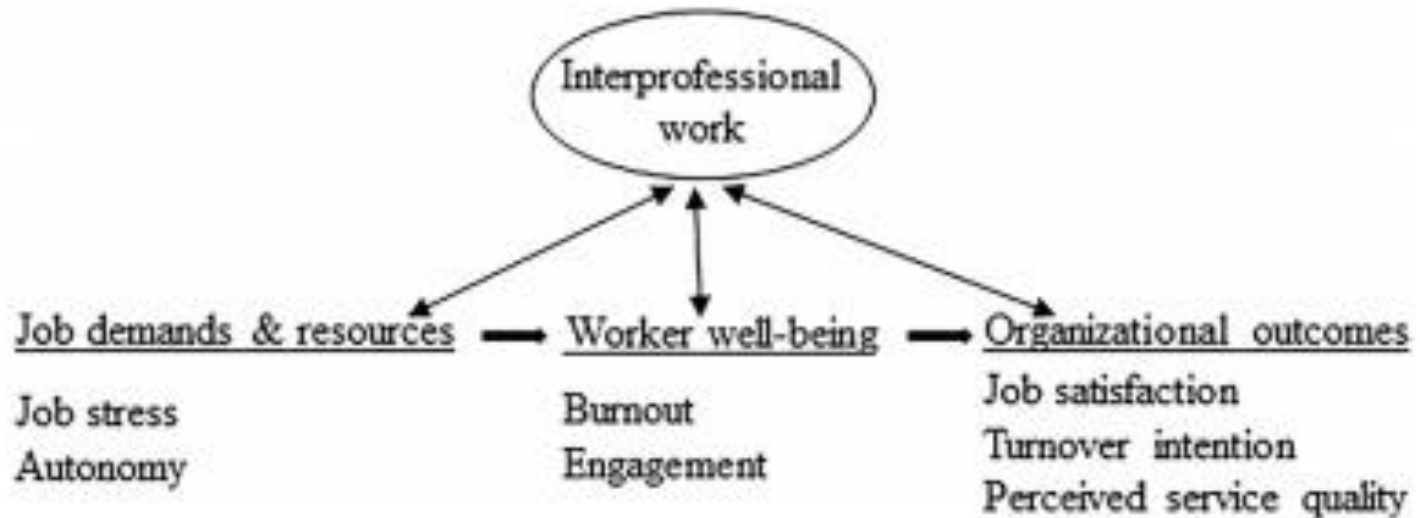


Figure 1. Differing kinds of interprofessional work activity (Reeves et al., 2010).

What is linked to interprofessional work?

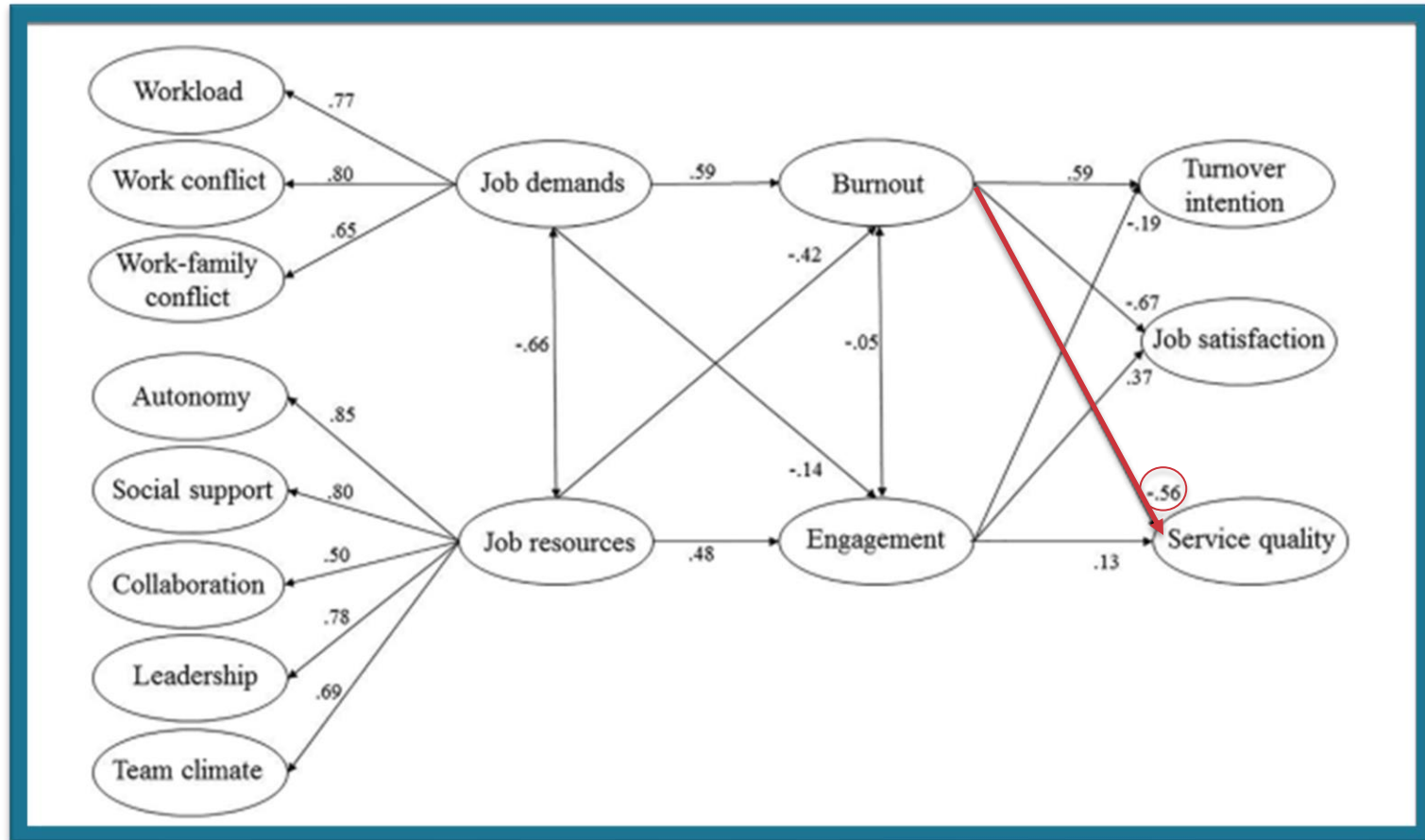


Linking interprofessional work to outcomes for employees: A meta-analysis

- 45 Included studies (most health care personell working in hospitals)

Variable	K	N	Mean r interp. work
Demands and resources			
Job stress	13	5,841	-.13
Autonomy	11	9,400	.38
Worker well-being			
Emotional exhaustion	13	19,524	-.22
Depersonalization	10	14,250	-.17
Personal accomplishment	6	12,447	.15
Engagement	5	2,775	.33
Organizational outcomes			
Job satisfaction	25	15,321	.36
Turnover intention	14	13,904	-.21
Perceived service quality	15	18,984	.46

Using the Job Demands–Resources Model to Evaluate Work-Related Outcomes Among Norwegian Health Care Workers



Overall findings

1. Good leadership is related to service quality
2. Interprofessional work/collaboration is linked to both positive employee outcomes and to service quality
3. Employee burnout is associated with lower perceived service quality



Feedback to Mo i Rana and Horten municipality

References

Martinussen, M., Kaiser, S., Adolfsen, F., Patras, J., & Richardsen, A. M. (2017). Reorganisation of healthcare services for children and families: Improving collaboration, service quality, and worker well-being. *Journal of Interprofessional Care*, *31*, 487-496. doi: 10.1080/13561820.2017.1316249

Kaiser, S., Patras, J., & Martinussen, M. (2018). Linking interprofessional work to outcomes for employees: A meta-analysis. *Research in Nursing and Health*, *41*, 265-280. doi: 10.1002/nur.21858

Kaiser, S., Patras, J., Adolfsen, F., & Richardsen, A. M., & Martinussen, M. (2020). Using the Job Demands–Resources Model to evaluate work-related outcomes among Norwegian health care workers. *Sage Open*: 1-11
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Discussion topics:

Based on input from the presentations and your experiences/knowledge:

1. What are the benefits of interprofessional collaboration to ECEC services in your country?
2. When thinking about your organization or services in your country, how may interprofessional collaboration be improved?
3. What are challenges to interprofessional working and are there any unwanted side-effects.
4. What constitute good leadership to you, and how may this be improved in ECEC services?
5. What kind of recommendations can we provide based on knowledge from all the countries regarding leadership and organization?
6. What are the most inspiring insights for you, after hearing the presentations of Norway?