



Fostering Hospital Success: Analyzing the Essential Role of Teamwork in Hospital Development in Ghana

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ABSTRACT:

Teamwork plays a critical role in the development and success of a hospital. As healthcare structures face multifaceted challenges and growing demands, effective collaboration among healthcare professionals becomes vital for enhancing patient care, optimizing resource utilization, and achieving organizational goals. This research aims to explore the significance of teamwork in hospital development, identify the impacts of teamwork, and analyze how these impacts promote the success and development of a hospital. The research also aims to examine the barriers and challenges hindering hospital teamwork. The findings reveal a strong consensus among participants regarding the importance of teamwork in healthcare settings. Teamwork is seen as a crucial factor influencing patient outcomes, employee satisfaction, and operational efficiency. The majority of respondents strongly agreed that teamwork significantly influences patient outcomes, employee satisfaction, and operational efficiency. This consensus highlights the pivotal role of teamwork in achieving positive healthcare outcomes. Moreover, the study identifies key barriers and challenges hindering effective teamwork, such as communication issues, staff shortages, and lack of team training. These obstacles were found to impact the hospital's development and success. A combined method, qualitative and quantitative techniques were deployed. The sources where the researcher obtained data were primary and secondary. The techniques deployed for data gathering were interviews, observations, focus group discussions, experts' opinions, and structured surveys. However, the non-probability sampling technique the researcher adopted was purposive. The records gathered were analyzed qualitatively through the use of thematic evaluation strategies. However, quantitative statistics were analyzed statistically. Recommendations were made and a conclusion was drawn.

Keywords: Teamwork and Hospital development

1. INTRODUCTION

Teamwork refers to the collaborative attempt of a collection of people operating together to reap a common purpose or goal (Salas, E., Dickinson, T. L., Converse, S. A., & Tannenbaum, S. I. 1992). It entails the coordination, communicate, and cooperation of group contributors who bring their character skills, knowledge, and perspectives to contribute to the general achievement of the mission or undertaking. Development commonly refers to the procedure of boom, progress, and tremendous trade through the years. Usually, success refers to the achievement of a desired goal, the attainment of high-quality final results, or the realization of one's aspirations. It often includes an experience of accomplishment, non-public pleasure, and the recognition of one's efforts.

Health development is the technique of constant, innovative enhancement of the fitness repute of a population. Health improvement refers to the system of improving and improving the general health and well-being of individuals, communities, and populations. It features an extensive range of sports, regulations, and interventions aimed toward achieving higher health outcomes and addressing numerous fitness-associated demanding situations. Hospital improvement refers to the process of making plans, designing, building, and equipping healthcare centers which includes hospitals, clinics, medical facilities, and other related institutions.

Teamwork performs a pivotal role in the fulfillment and development of hospitals. Collaborative efforts among healthcare professionals decorate patient care and enhance worker satisfaction (West, M. A. 2012). Teamwork contributes to the general increase of a medical institution (Hackman, J. R. 2002). This study aims to assess the significance of teamwork in clinic development. It additionally goals to become aware of key factors and attributes of powerful teamwork. The studies evaluate teamwork's impact on affected person results and worker pleasure and explore boundaries and demanding situations that hinder effective teamwork in conjunction with proposed strategies to triumph over them.

The impact of teamwork on numerous components of clinic development is explored, with a focus on patient consequences and employee pleasure. However effective teamwork is linked to decreased scientific errors, progressed affected person protection, and better-affected person's enjoyment.

Furthermore, those collaborative environments sell worker engagement, process pride, and expert boom, leading to an extra resilient and sustainable healthcare body of workers.

Several boundaries and challenges hinder effective teamwork in hospitals such as hierarchical systems, communication gaps, and resistance to trade. The strategies to cope with those challenges are found out. To cope with these barriers, techniques such as fostering a subculture of collaboration and interprofessional education, selling management development, imposing crew-building projects, and making use of era for streamlined communication and information change were discovered. The author employs a combined-technique technique, combining qualitative and quantitative techniques. The researcher carried out interviews with health facility administrators, healthcare experts, and a group of workers participants to collect qualitative records on their perceptions and studies concerning teamwork. The investigator administered dependent surveys to collect quantitative information on teamwork, health center performance indicators, and worker satisfaction. The records amassed were analyzed qualitatively with the usage of thematic analysis techniques. However, quantitative records were analyzed using suitable statistical techniques to identify correlations between teamwork and hospital improvement indicators.

1.1 Problem Statement

The impact of teamwork in developing a clinic stays underexplored and inadequately understood. Consequently, there may be an urgent need to research and recognize the precise methods wherein teamwork influences the achievement and improvement of hospitals. By identifying and analyzing the factors that contribute to powerful teamwork and examining its outcomes on various elements of health facility development, this looks at pursuits to establish comprehensive information on teamwork as a catalyst for fulfillment inside the healthcare enterprise. Addressing this know-how gap will beautify the overall performance and efficiency of clinic patient outcomes and provide healthcare offerings.

1.2 THE MAIN OBJECTIVE

The main objective of this research was to analyze the essential role of teamwork in the success and development of hospitals.

1.3 SPECIFIC OBJECTIVES

- i) Analyzing the significance of teamwork and its impact on the success and development of Todah hospital in Obuasi.
- ii) Exploring Barriers and Challenges of Teamwork and their impact on the development of Todah hospital in Obuasi

1.4 RESEARCH QUESTIONS

The study was guided by the following research questions:

- i) To what extent does teamwork contribute to the success and development of Todah hospital in Obuasi, Ghana?
- ii) What are the primary barriers and challenges hindering effective teamwork at Todah hospital in Obuasi, and how do these obstacles affect the hospital's development?

1.5 HYPOTHESIS

I. **(H₀):** There is no substantial relationship between teamwork and the success and development of Todah Hospital in Obuasi, Ghana.

(H₁): There is a substantial positive relationship between teamwork and the success and development of Todah Hospital in Obuasi, Ghana.

II. **(H₀):** There is no substantial connection between the barriers and challenges hindering effective teamwork at Todah Hospital in Obuasi and the development of the hospital.

(H₁): There is a substantial connection between the barriers and challenges hindering effective teamwork at Todah Hospital in Obuasi and the development of the hospital.

1.6 SIGNIFICANCE OF THE STUDY

The study shed light on the pivotal function of teamwork in clinic improvement and achievement in the context of modern-day healthcare-demanding situations. via its thorough exploration of impacts, demanding situations, and recommendations, the studies contribute to the broader know-how of the way effective collaboration among healthcare experts can pressure tremendous alternatives inside hospitals. The research lighted on how teamwork fosters a way of life of open conversation, mutual recognition, and innovation, in the end contributing to the overall growth and success of a sanatorium. The studies highlight elements mixed to create a cohesive and high-appearing crew able to address complicated healthcare challenges. Strategies to conquer them, this summary presents treasured insights for medical institution leaders and stakeholders looking to optimize teamwork and drive high-quality results in healthcare delivery. The findings of this study make contributions to the present know-how on teamwork in healthcare and its effect on clinic development. The results can be used by health center administrators and policymakers. It additionally complements teamwork practices among healthcare

specialists. They have a look at additionally improving affected person outcomes and could foster a way of life of collaboration and achievement within hospitals.

In conclusion, this chapter emphasizes the quintessential function of teamwork in clinic development. Highlighting the important thing elements of powerful teamwork and its effect on patient results and employee delight underscores the significance of creating collaborative and supportive healthcare surroundings.

2.0. LITERATURE REVIEW

Teamwork plays a vital role in the accomplishment and progress of hospitals by encouraging collaboration and improving patient outcomes while enhancing employee satisfaction. This literature review explores the significance of teamwork in healthcare settings, barriers with challenges to effective teamwork, and strategies to overcome these challenges.

2.1. Significance of Teamwork in Hospital Development

Collaboration in healthcare includes collective efforts between healthcare professionals to achieve common objectives and improve patient care. According to Salas et al. (1992), teamwork improves harmonization, communication, and cooperation among team members leading to healthier outcomes. West (2012) highlights those collaborative efforts among health professionals contribute to complete organizational development or growth and success including in healthcare environments.

2.3. Impact on Patient Outcomes and Employee Satisfaction

Effective teamwork has a direct impact on patient outcomes and employee satisfaction. Hackman (2002) notes that teamwork is associated with reduced medical errors, improved patient safety, and enhanced patient experience. Furthermore, collaborative environments promote employee engagement, job satisfaction, and professional growth, leading to a more resilient healthcare workforce.

2.4. Barriers and Challenges to Effective Teamwork

Despite its benefits, effective teamwork in hospitals faces several barriers and challenges. Hierarchical systems, communication gaps, and resistance to change are commonly cited obstacles (Salas et al., 1992; West, 2012). These challenges can hinder collaboration, decision-making, and overall team performance.

2.5. Strategies to Overcome Challenges

Various strategies can be employed to overcome barriers to effective teamwork in hospitals. Foster et al. (2020) suggested fostering a culture of collaboration, providing interprofessional education, developing leadership skills, implementing team-building activities, and leveraging technology for communication and data exchange. These strategies aim to improve communication, enhance trust among team members, and promote a collaborative work environment.

2.6. Research Gap and Study Objectives

Despite the recognized importance of teamwork in hospital development, there remains a gap in understanding the specific ways teamwork influences success and improvement in healthcare settings. This study aims to address this gap by analyzing the role of teamwork in the success and development of Todah Hospital in Obuasi, Ghana. The research questions focus on the extent of teamwork's contribution to hospital success, barriers to effective teamwork, and their impact on hospital development.

2.7. Hypotheses

The study formulates hypotheses regarding the relationship between teamwork and hospital success, as well as the impact of barriers to teamwork on hospital development. These hypotheses provide a framework for analyzing and interpreting the research findings.

In conclusion, effective teamwork is fundamental to hospital development, impacting patient outcomes, employee satisfaction, and overall organizational success. Addressing barriers to teamwork and implementing strategies to foster collaboration are essential steps in optimizing healthcare delivery and achieving positive outcomes in hospitals. Future research should continue to explore the dynamics of teamwork in healthcare settings and its broader implications for quality care and patient outcomes.

3.0 METHODOLOGY

3.1 RESEARCH DESIGN

The research design refers to the overall method or plan that outlines how a research study might be conducted. It serves as a blueprint for amassing, studying, and deciphering data to reply to research questions or take a look at hypotheses. There are several forms of research designs, each applicable to distinct functions and study goals.

Considering the research questions the researcher formulated, a mixed-methods research design was appropriate. This design combined both qualitative and quantitative research methods to provide a comprehensive understanding of the topic 'the impact of teamwork in hospital development'. Qualitative methods, such as interviews, observations, and focus groups, helped gather insights into the experiences and acuties of healthcare professionals regarding teamwork with barriers with strategies and how teamwork impacted the success and development of a hospital. Quantitative methods such as surveys or data scrutiny of patient outcomes and workforce satisfaction scores provided quantifiable insights into the impact of effective teamwork on patient outcomes and employee satisfaction.

3.2 STUDY POPULATION

Considering the research topic, the Hospital typically consists of individuals who are directly involved in the hospital's operations, development, and management, as well as those who interact with the hospital's services. Here is the breakdown of groups within the study population: Prescribers. Nurses, Laboratory and Diagnostic Staff, administrative staff, patients, and Medical Records Staff.

Overall, the study population covers all the vital players who contribute to the running and development of the hospital. Studying the impact of teamwork among these stakeholders is significant as it directly influences patient care and operational efficiency with the hospital's reputation.

3.3 SIZE

Head of departments (Pharmacy, Administration, Clinical, Nursing, Accounts, Laboratory, Alternative Medicine).

2. In-Charges (OPD, Emergency, Children' Ward, Males' Ward, Females' Ward, Surgical Ward, Maternity, RCH, Mental Health).

3.4 DATA SOURCES

The researcher obtained data from both primary and secondary sources. The researcher however obtained primary data through Surveys and Questionnaires, Interviews, Observations, Focus Groups, experts, and Official Records and Documents at Todah hospital. The researcher gathered secondary data through Official Records from Todah hospital, Academic Journals, Published Sources, Unpublished Sources, and Databases.

3.5 DATA COLLECTION METHODS AND TECHNIQUES

To have a look at the impact of teamwork on a health facility's success and development, a mixture of qualitative and quantitative study methods was used. Under the qualitative method, the researcher used the following tools to gather data; Observations, Focus Groups, experts' opinions, and interviews. For the quantitative method, the writer used a questionnaire as a tool to obtain data.

3.6 DATA ANALYSIS

The researcher at this crucial part of the research analyzed the observations made, the respondents' responses during the interview, the responses from the questionnaire, and the discussions from the focus group or experts. The data gathered were put together and kept in statistical tables and graphs.

The justification and records obtained from the interviews were transformed into the English language. However, the most important ideas and concerns of the respondents were condensed and presented. The questionnaire was formulated on a five-point Likert scale including options; strongly agree (5), agree (4), neutral (3), disagree (2), and strongly disagree (1).

4.0. FINDINGS

4.1 INTRODUCTION

This chapter contains a detailed presentation and discussion of data analysis and the results of the study. The findings, however, are presented under the following major headings: Assessing the significance of teamwork and its impact on the development of a hospital, Exploring Barriers and Challenges of Teamwork and their impact on the development of a hospital, and identification of Strategies for Overcoming Teamwork Barriers for the development of Todah hospital.

Table 3: Socio-demographic characteristics (Age and Sex)

AGE	CATEGORY	FREQUENCY	PERCENTAGE
	20-25	10	10
	26-31	60	60
	32-37	20	20
	38-43	5	5
	44-49	2	2
	50-55	3	3
TOTAL		100	100
SEX	MALE	34	34
	FEMALE	66	66
TOTAL		100	100

20-25: There were 10 individuals in this age category, which made up 10% of the total sample. 26-31: This was the most populated age category with 60 individuals, accounting for 60% of the total sample. 32-37: There were 20 respondents in this age category, making up 20% of the total sample. 38-43: 5 participants fell into this age category, representing 5% of the total sample. 44-49: There were only 2 respondents aged 44-49, which accounted for 2% of the total sample. 50-55: 3 individuals were in the 50-55 age category, comprising 3% of the total sample.

Figure 1: Age distribution

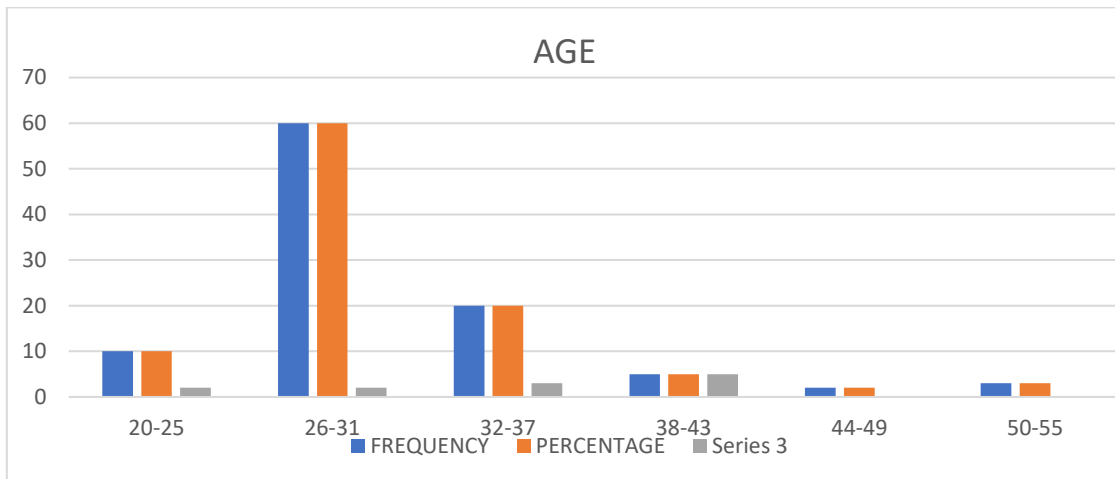
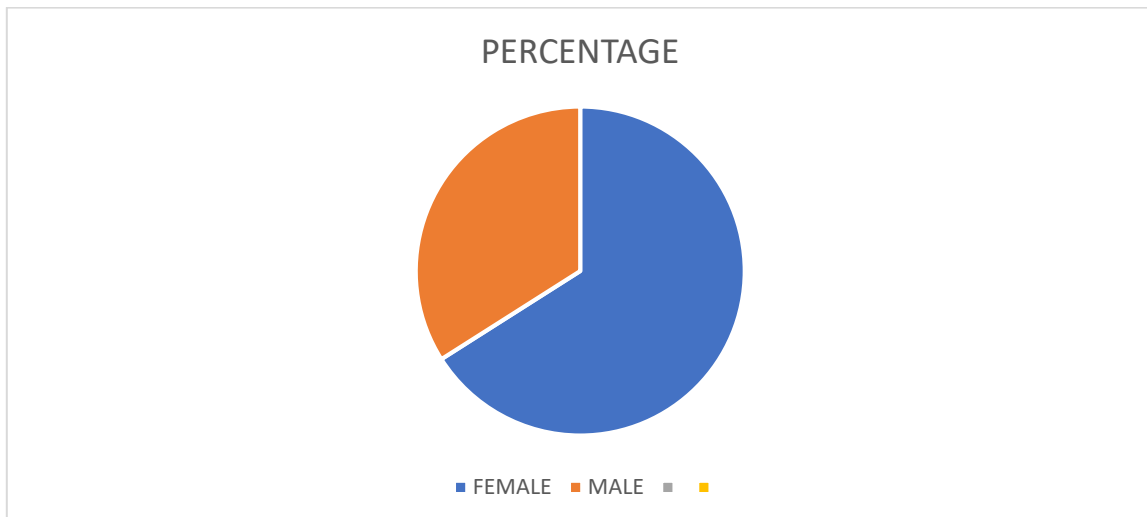


Figure 2: Sex distribution



The figure showed that 66 of the respondents were females representing 66% and 34 of the participants were males representing 34%.

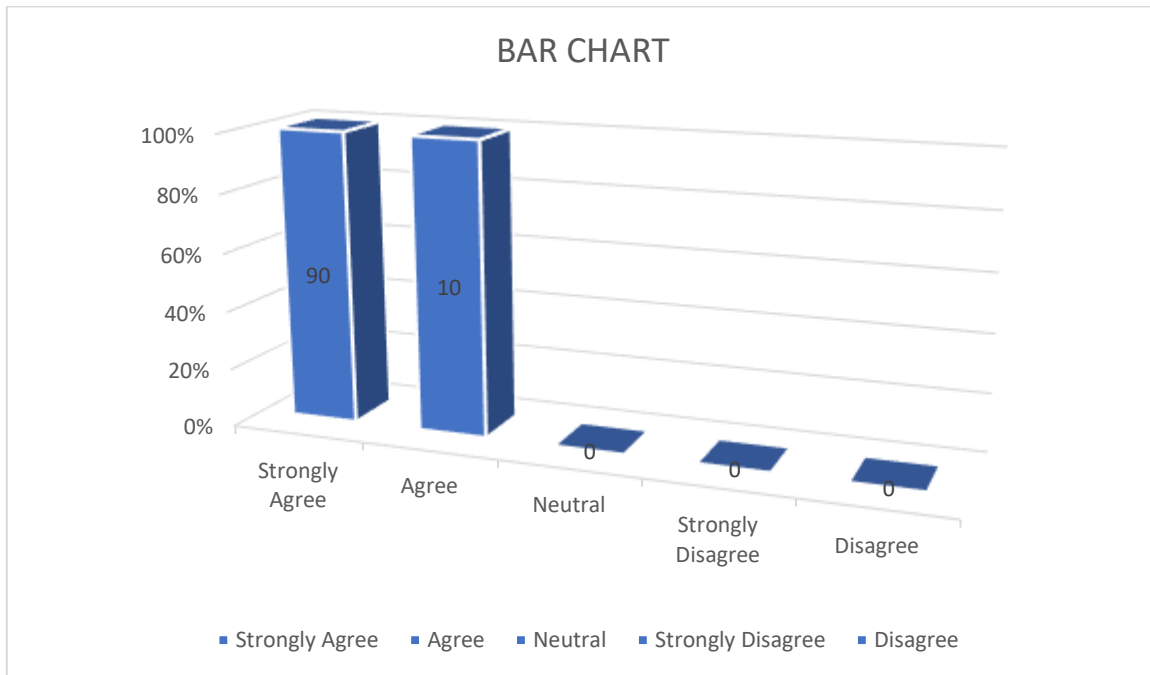
Objective 1: Assessing the significance of teamwork and its impact on the development of Todah hospital.

Table 5: Teamwork Influences Patient Outcomes

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	90	90	90
Agree	10	10	100
Neutral	0	0	0
Strongly Disagree	0	0	0
Disagree	0	0	0
Total	100	100	100

The majority of respondents (90%) strongly agreed that teamwork influences patient outcomes. This indicates a strong consensus among the participants that teamwork plays a significant role in patient outcomes. A small minority (10%) agreed with the statement. While this percentage is much lower than those who strongly agree, it still suggests some level of agreement among a portion of the respondents. According to the data, no respondents selected Neutral, Strongly Disagree, or Disagree in these response categories, which means that none of the participants were neutral or disagreed with the statement.

Figure 4: Teamwork Influences Patient Outcomes



The figure showed that the majority of the respondents (82%.) agreed with the statement that Teamwork Influences Patient Outcomes.

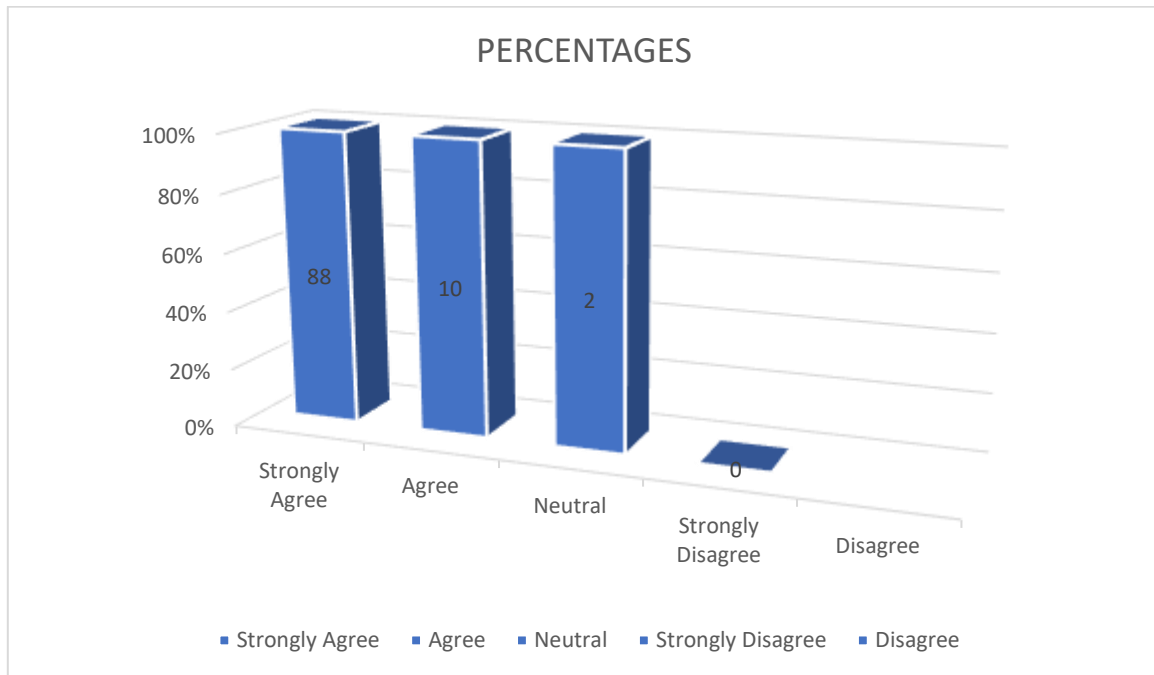
Table 6: Teamwork Influences Employee Satisfaction

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	88	88	88
Agree	10	10	98

Neutral	2	2	100
Strongly Disagree	0	0	0
Disagree	0	0	0
Total	100	100	100

Strongly Agree: 88% of the respondents strongly agreed that teamwork influences employee satisfaction. This was the highest level of agreement and indicated a very strong positive perception of the impact of teamwork on satisfaction. Agree: 10% of the respondents agreed that teamwork influences employee satisfaction. While this percentage was lower than the "Strongly Agree" category, it still showed a positive sentiment toward the impact of teamwork on satisfaction. Neutral: 2% of the respondents were neutral in their responses. This meant they neither strongly agree nor disagree with the idea that teamwork influences employee satisfaction. Strongly Disagree and Disagree: According to the data provided, there were no responses in these categories. This implied that none of the surveyed employees disagreed or strongly disagreed with the idea that teamwork influences their satisfaction. Based on this interpretation, the cumulative percentage indicated that 98% of the respondents (sum of "Strongly Agree" and "Agree") believed that teamwork influences employee satisfaction. The remaining 2% are neutral on the matter.

Figure 5: Teamwork Influences Employee Satisfaction



The figure showed that 98% of the respondents agreed that Teamwork Influences employee satisfaction.

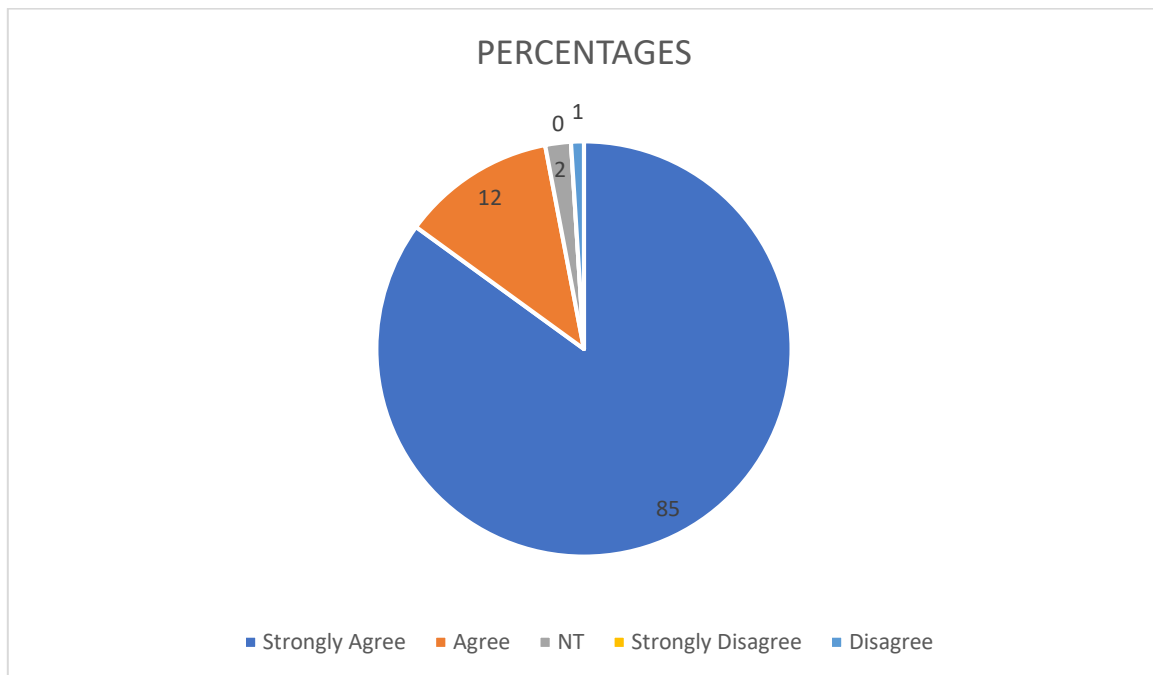
Table 7: Teamwork Influences Operational Efficiency

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	85	85	85
Agree	12	12	97
Neutral	2	2	99
Strongly Disagree	0	0	0

Disagree	1	1	100
Total	100	100	100

Strongly Agree (85%): The majority of respondents strongly agree with the statements or questions presented in the survey. This indicates a high level of agreement and suggests that the participants strongly support or endorse the ideas presented. Agree (12%): A smaller percentage of respondents agree with the statements or questions. While not as strong as the "Strongly Agree" group, this still signifies a noteworthy level of support for the presented ideas. Neutral (2%): A very small percentage of respondents are neutral. This meant that the statements didn't strongly elicit agreement or disagreement from these participants. Strongly Disagree (0%): No participants chose this option, which suggested that the participants genuinely found agreement with the presented ideas. Disagree (1%): A very small percentage of respondents disagree with the statements or questions. This indicated a low level of disagreement and suggested that the participants generally agreed with the ideas presented.

Figure 6: Teamwork Influences Operational Efficiency



The figure showed that 73.74% of the respondents agreed that Teamwork Influences Operational Efficiency.

Testing of hypothesis, I: To what extent does teamwork contribute to the success and development of Todah hospital in Obuasi, Ghana? The research findings revealed that 95% out of 100% of the respondents strongly agreed or agreed that teamwork played an important role in contributing to the success and development of a hospital. 4.2% neither agreed nor disagreed with the question and only 0.8% disagreed with the statements. However, the findings **reject** the null hypothesis that states that ‘There is no significant relationship between teamwork and the success and development of Todah Hospital in Obuasi, Ghana’ and **confirmed** the alternative hypothesis which states that ‘There is a significant positive relationship between teamwork and the success and development of Todah Hospital in Obuasi.

Objective 2: Exploring Barriers and Challenges of Teamwork and their impact on the development of Todah hospital

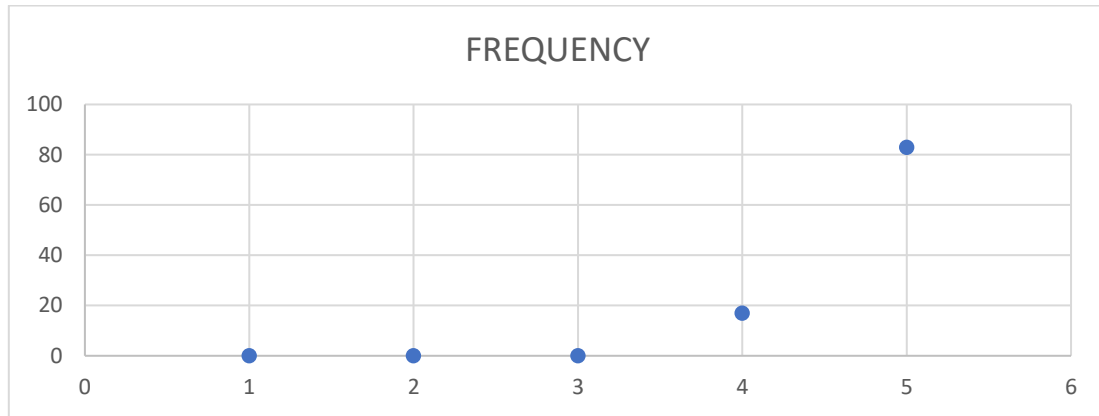
Table 10: Communication issues hinder the success and development of the hospital

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	83	83	83
Agree	17	17	100
Neutral	0	0	0
Strongly Disagree	0	0	0

Disagree	0	0	0
Total	100	100	100

83% of respondents strongly agree with the statement that communication issues hinder the success and development of the hospital. 17% of respondents agree with the same statement. No respondents selected the options Neutral, Strongly Disagree, or Disagree.

Chart 1: Communication issues hinder the success and development of the hospital



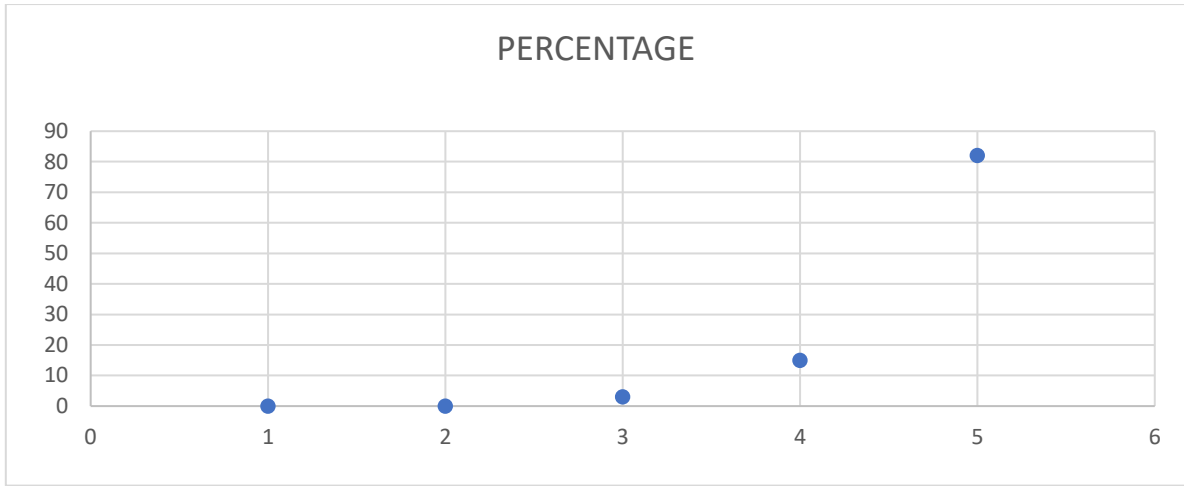
The figure illustrates the gathered data on a scatter diagram. The researcher represented Strongly Agree as 5, Agree as 4, 3 as Neutral, 2 as Strongly Disagree, and 1 as Disagree. 100% of the respondents agreed that communication issues hinder the development of a hospital.

Table 11: Staff shortages hinder the development of the hospital

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	82	82	82
Agree	15	15	97
Neutral	3	3	100
Strongly Disagree	0	0	0
Disagree	0	0	0
Total	100	100	100

"Strongly Agree" was the most frequent response, with 82 out of 100 respondents (82%) indicating strong agreement that staff shortages hinder hospital development. "Agree" was the second most common response, with 15 out of 100 respondents (15%) agreeing that staff shortages hinder hospital development. Only 3% of respondents chose the "Neutral" option, indicating no clear opinion on the matter. There are no responses in the "Strongly Disagree" or "Disagree" categories, suggesting that no one strongly disagrees or disagrees with the statement.

Chart 2: Staff shortages hinder the development of the hospital



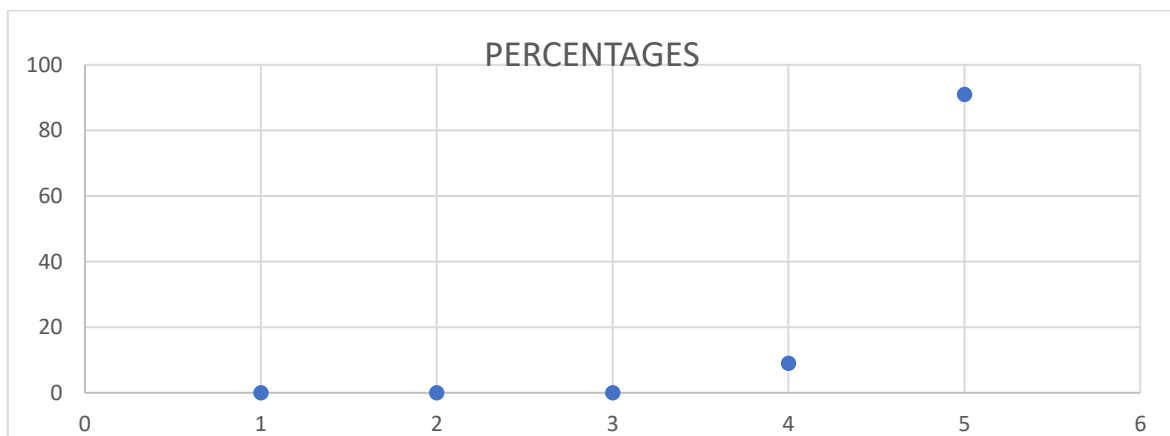
The figure demonstrated a scatter diagram showing Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), and Strongly Agree (5). 97% of the participants (Strongly Agree and Agree) supported that staff shortages hinder the development of a hospital.

Table 14: Lack of team training hinders the hospital’s development

INDICATORS	FREQUENCY	PERCENTAGE	CUMULATIVE PERCENTAGE
Strongly Agree	91	91	91
Agree	9	9	100
Neutral	0	0	0
Strongly Disagree	0	0	0
Disagree	0	0	0
Total	100	100	100

Strongly Agree: 91% of the respondents strongly agree that the lack of team training hinders the hospital's development. Agree: 9% of the respondents agree with the statement. No respondents selected the options Neutral, Strongly Disagree, or Disagree.

Chart 3: Lack of team training hinders the hospital’s development



The figure demonstrated a scatter diagram showing Strongly Disagree (1), Disagree (2), Neutral (3), Agree (4), and Strongly Agree (5). The data showed that 100% of the respondents agreed (Strongly Agreed and Agreed) that Lack of team training hinders the hospital’s development

Testing of hypothesis II: What are the primary barriers and challenges hindering effective teamwork at Todah hospital in Obuasi, and how do these obstacles affect the hospital's development? The findings confirmed that 89.43% of the participants agreed that the identified barriers hinder effective teamwork which eventually affects the development of a hospital. 5.71% neither agreed nor disagreed with the questions. 4.86% disagreed that those barriers cannot impede the success and development of a hospital. *The findings accept the alternative hypothesis that states that 'There is a substantial connection between the barriers and challenges hindering effective teamwork at Todah Hospital in Obuasi and the development of the hospital'. The results, however, reject the null hypothesis.*

5. DISCUSSIONS

5.1 TEAMWORK INFLUENCES PATIENT OUTCOMES

The data presented in Table 3 and Figure 1 strongly support the idea that teamwork is perceived as highly significant by the respondents in its impact on the development of Todah Hospital, particularly regarding patient outcomes. The table indicated that the majority (90%) of the respondents strongly agreed that teamwork influences patient outcomes. This was a significant finding as it demonstrated a strong consensus among the participants regarding the importance of teamwork in healthcare settings. It suggested that a large portion of the hospital staff recognized the pivotal role played by teamwork in achieving positive patient outcomes. While the majority strongly agreed, it was noteworthy that a smaller percentage (10%) still agreed with the statement. This indicated that even among those who didn't strongly agree, there was still a level of agreement regarding the impact of teamwork on patient outcomes.

The discussions from the focus groups revealed that Teamwork plays a crucial role in healthcare settings and significantly influences patient outcomes. Effective collaboration among healthcare professionals, including doctors, nurses, therapists, technicians, and support staff, led to improved patient care, enhanced safety, and better overall outcomes.

The observations discovered that collaborative healthcare teams at the health center brought professionals with diverse capabilities and know-how together. This allowed for a more complete method of patient care, making sure that all elements of patients' conditions had been considered and addressed properly. The observations in addition found out that extraordinary crew members introduced their specialized information to the desk, leading to greater correct diagnoses and appropriate remedy plans. A multidisciplinary team adherence at the hospital contributed to various perspectives that caused higher decision-making. At the facility, a woman was admitted and the scan showed a large myoma with other underlying medical conditions. The size of the myoma scared the doctor who admitted the patient. A clinical team made up of two doctors, two anesthetists, four critical nurses, two laboratory scientists, and a pharmacist met to decide whether to refer the case or carry out the operation at the hospital. The team after two (2) hours closed-door meeting agreed to operate the patient at the facility. The myomectomy was done successfully with the teamwork. The researcher observed that there was effective communication among the health professional teams in the hospital. This helped reduce medical errors, misdiagnoses, and medical mistakes as seen in the available documents at the facility. Records available and observations made indicated that professionals at the hospital detect and correct errors before they impact patient outcomes. Admittedly, a patient who was interviewed confirmed that the clinical condition he presented was rightly treated and had not reoccurred in the past five years. This indeed made him choose Todah hospital over other health facilities. The client added that the same condition was first taken to a facility but was misdiagnosed.

Observations further revealed that Teamwork at the hospital was truly streamlined care delivery where professionals were assigned tasks based on each team member's or individual's expertise. This medically prevented duplication of efforts minimized delays, and ensured that treatments were administered promptly. The research findings through observations disclosed that the hospital has collaborative teams which include doctors, nurses, pharmacists, laboratory staff, and a quality assurance team that created a system of checks and balances that enhanced patient safety. Team members were able to catch potential risks, identify medication interactions, and monitor patient conditions more effectively. It was detected that the hospital has a Healthcare structure where the healthcare delivery was not just about curing physical signs and symptoms but also considering the emotional, psychological, and social aspects of a patient's well-being. The hospital's team collectively addressed these dimensions for a more holistic approach to care. Two patients confirmed during the interview that they used to take their routine medications as hypertensive and diabetic from different hospitals. However, their BP and DM were always high and were advised by the hospital's regular patients. For the past year they have been taking their medications at Todah hospital their conditions have become normal. They added that they are always advised or educated both by the doctors and OPD nurses on what to do to bring the conditions to normal alongside the drugs. The available documents such as the nurses' notes revealed that open and clear communication was being practiced in the hospital which was a confirmation of effective teamwork. The focus group discussion further disclosed that this practice has indeed helped the facility solve at least staff shortages and its related issues partially. The observations made at the OPD, IPD, and maternity unit revealed that professionals encouraged patients and their relatives and were involved in their care. Patients were allowed to interact with the health team, were given a more comprehensive education about their condition, and adhered to treatment plans. A patient confirmed that *'This place when you come the nurses will be charting with you, they will tell you will be fine, they will give your drugs to you, sometimes if you refuse to take the drugs, they will pamper you for you to drink the medicine, and they always think about you'*.

A culture of teamwork was seen among health professionals which contributed to a positive work environment where the professionals feel supported, valued, and motivated. This, in turn, led to increased job satisfaction and reduced burnout rates among healthcare providers.

Indeed, teamwork is a fundamental component of high-quality healthcare. A well-coordinated and communicative team can improve patient outcomes by providing comprehensive care, reducing errors, ensuring patient safety, and responding effectively to various medical situations. Effective teamwork is essential for navigating the complexities of modern healthcare and delivering the best possible outcomes for patients.

5.2 TEAMWORK INFLUENCES EMPLOYEE SATISFACTION

Teamwork plays a substantial role in persuading employee gratification within an organization. When workforces work in partnership effectively, it can have a positive impact on various aspects of their job experience and overall well-being.

Qualitatively, the data strongly supported the idea that teamwork is perceived positively by the employees and is seen as a significant factor contributing to their job satisfaction. The lack of dissenting opinions suggested a widespread recognition of the importance of teamwork within the organization. To capitalize on this sentiment, the organization may consider further promoting and enhancing teamwork initiatives to continue fostering a positive work environment and improving overall employee satisfaction. Additionally, it may be valuable to explore the reasons behind the 2% of neutral responses to gain a deeper understanding of their perspectives and potentially address any concerns or uncertainties they may have regarding the impact of teamwork on satisfaction.

The observations revealed that staff often shared knowledge, skills, and expertise. This exposure to different perspectives and skill sets allowed employees to learn from each other, enhance their own skill set, and grow professionally, which contributed to higher job satisfaction. The findings from the observations further disclosed that Teammates or health professionals at Todah hospital frequently acknowledged and appreciated each other's efforts, leading to a culture of recognition. Regular feedback from peers and team leaders boosted employees' morale and job satisfaction by affirming their contributions. The focus groups concluded that Collaboration often sparks innovation and creativity. The discussions concluded that complex problems are often better tackled by a team with diverse perspectives (Godwin A. 2023). The reason was when employees collectively solve challenges, it boosts their problem-solving skills and sense of achievement, leading to higher job satisfaction.

In conclusion, teamwork has a deep influence on employee satisfaction by nurturing a helpful work environment, enhancing engagement, enabling skill development, and providing a sense of belonging and accomplishment. Establishments that prioritize and promote effective teamwork are likely to have more satisfied and motivated employees.

5.3 TEAMWORK INFLUENCES OPERATIONAL EFFICIENCY

The focus group discussions revealed that effective teamwork fosters collaboration and open communication among the hospital's teams. The discussions further mentioned that as health professionals work together cohesively, they share information, insights, and ideas more freely. This streamlined communication enhances decision-making, reduces errors, and prevents duplication of efforts, ultimately leading to improved operational efficiency. The focus group further revealed that Teamwork often involved designing and implementing standardized processes. They concluded that by collectively establishing efficient workflows and best practices, teams could streamline operations, minimize redundant tasks, and eliminate unnecessary steps, contributing to overall efficiency. The discussions concluded that operational environments were often subjected to changes and uncertainties. The group revealed that teams are better equipped to adapt to such changes because they can quickly reallocate resources, adjust roles, and implement new strategies collaboratively. This quickness in response to dynamic conditions enhances operational efficiency.

CONCLUSION

The data and observations strongly support the pivotal role of teamwork in influencing various aspects of healthcare at Todah Hospital. Teamwork has a significant positive impact on patient outcomes, employee satisfaction, operational efficiency, and resource utilization.

Promoting teamwork, investing in ongoing training, encouraging interdisciplinary learning, and maintaining open communication are key strategies to harness the benefits of teamwork fully. Todah Hospital's commitment to these principles has resulted in improved patient care, reduced errors, higher job satisfaction among staff, and efficient resource utilization.

A healthcare classification that helps effective teamwork can improve the worth of patient care, boost patient safety, and decline workload hitches that cause burnout among healthcare specialists.

The active participation of all members is another key feature. Successful teams recognize the professional and personal contributions of all members, promote individual development and team interdependence, recognize the benefits of working together, and see accountability as a collective responsibility.

The make-up and running of teams differ depending on the needs of the patient. The complexity or intricacy of the health issue describes the task. The more interdependency needed to serve the patient, the more the need for teamwork among team members.

Patients and their families are central team members with a significant role in decision-making. To enable patients to partake effectively, they need to learn about how to partake in the team, how to acquire information about their medical condition, and how each healthcare professional will contribute to their care.

Teamwork is influenced by organizational culture. A clear organizational philosophy on the importance of teamwork can promote collaboration by encouraging new ways of working together; the development of common goals; and mechanisms to overcome resistance to change and turf wars about scopes of practice.

Teams need the training to learn how to work together and understand the professional role and responsibility of each member. They also require an effective administrative structure and leadership.

Teamwork promotes efficient resource utilization by leveraging diverse skill sets, specialization, effective communication, collaborative problem-solving, resource pooling, and more. When team members work together toward common goals, they collectively optimize the use of resources and achieve better results than they might individually.

Teamwork is not just a buzzword; it is a fundamental component of high-quality healthcare that yields tangible benefits across the board. Embracing and nurturing teamwork should remain a top priority for Todah Hospital and other healthcare institutions aiming to provide excellent patient care and create a positive work environment for their staff.

Addressing these barriers and challenges is essential for the success and development of Todah Hospital. The hospital's leadership must take proactive steps in addressing these issues and continuously monitor and evaluate their impact on hospital development.

RECOMMENDATIONS

- Based on the strong support for the importance of teamwork in healthcare settings, Todah Hospital should actively promote and enhance teamwork among its staff. This can include organizing team-building activities, fostering a culture of collaboration, and providing training in effective interdisciplinary communication.
- The hospital's practice of providing regular in-service training should be continued and expanded. This can help healthcare professionals stay updated with current practices and contribute to a high standard of care.
- Encouraging inter-training among professionals, such as nurses learning from laboratory staff or pharmacists, should be continued. This can help alleviate staff shortages and enhance cross-functional understanding.
- Maintain and encourage open, clear, and effective communication among healthcare teams. Regular feedback should continue to be provided to boost morale and job satisfaction.
- The hospital should continue to invest in its emergency response team to ensure rapid and efficient responses to emergencies, ultimately contributing to lower mortality rates.

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