



## Analysis of Effective Communication Relationships With Interprofessional Attitudes Through Outbound Activities: Literature Review

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### ABSTRACT

Society can achieve a healthy condition when supported by health services quality, and prime, interprofessional collaboration is required to be good health. In order to realize good quality and optimal health services, it is necessary to implement interprofessional collaboration practices among health workers. In service health occurs error 70-80 % caused by poor communication and understanding in the team. The importance of effective interprofessional communication as a provider of quality health services is a challenge for health workers. A thorough review of the literature presented in this article was conducted using analytical procedures and inclusion standards for this study. References are checked to see if they meet the following requirements: publication in English, six years source limit, and open access to abstracts and articles. For this article's research, six literature reviews were used, and keyword syntax for each database was used to search Academia edu, Google Scholar, and ResearchGate databases from 2018 to 2023. Some things that need to be considered and affect health service outcomes and patient satisfaction perceptions are the ability of health workers to communicate effectively, observe, listen, explain, and empathize. Interpersonal communication is a process of conveying information (messages, ideas and ideas) from one party to another. Doing outbound gives results in increasing the level of interpersonal communication someone. The ability of nurses to perform at their best in order to care for patients and enhance hospital performance is dependent on interprofessional attitudes such as integrity, honesty, and leadership

### KEYWORDS

Communication, Effectively, Interprofessional, Health.

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## INTRODUCTION

Society can achieve a healthy condition when supported by health services quality, and prime, interprofessional collaboration is required to be good health and professional so they can improve quality and competence in health services (Grace et al., 2021; Ulumiyah, 2018; Darmawangsa & Sanica, 2021). Interprofessional is a partnership between health workers who have different professional backgrounds and work together to solve health problems and provide health services and achieve common goals (Putri et al., 2021; Ridar & Santoso, 2018; Marunung et al., 2023). Health worker professionals are required to be able to collaborate in a team (Ita et al., 2021; Sulistyowati, 2019; Wulandari et al., 2018).

At this time, Public Health in Indonesia can be said in a condition that It's getting better, although it's still there some of the people who live far from healthy lifestyles (Hidayah, 2019). Motivation from each health worker collaborating and participatory is valuable for forging important collaborations to improve public health systems (Kusuma et al., 2021). Health is one of the human rights which is manifested in primary health care, one of which is the public health center (puskesmas). Puskesmas is a form of multidisciplinary service which is carried out by various fields of health professionals which can potentially lead to interprofessional conflict and slower service. In order to realize good quality and optimal health services, it is necessary to implement interprofessional collaboration practices among health workers (Rahmanida & Bachtiar, 2022).

Health care often overlapping events were found interprofessional service caused by a lack of interpersonal communication between health workers in teamwork. In service health occurs error 70-80 % caused by poor communication and understanding in the team, teamwork which can help reduce patient safety problem (Tumanggor, 2019). Communication can be effective when the message is accepted and understood as intended by the sender of the message, the message is acted upon with an action by the recipient of the message and there is no obstacle to it (Irawan, 2017). The importance of effective interprofessional communication as a provider of quality health services is a challenge for health workers. Therefore, implementing interprofessional education in improving communication and collaboration between health professionals is very important for reducing medical errors and increasing patient safety (Anwar & Rosa, 2019). One of the means to be able to provide knowledge and education in character building at the leadership level, namely through outbound activities. Outbound is a form of learning all applied sciences simulated and carried out in open or closed nature that combines intelligence, physical and mental with an effective form of play (Sabela & Komariah, 2020). In outbound, delivery is a life simulation complex made simple, using a learning from approach experience, and the most interesting thing is done with great joy because the delivery is through games (Priadi et al., 2021). Games or games is something that can be played with certain rules so that someone wins and there are those who lose, usually in a context that is not serious with the aim of refreshing (Nurdiana & Suryadi, 2018; Wibowo, 2018). Some of the popular outbound games are outbound training, rafting (rafting), paintball (war game), high rope activity such as flying fox, fun outings, family gatherings, and camping (Sabela & Komariah, 2020; Arizal & Nugroho, 2022; Diantoro et al., 2020). This outbound can cultivate leadership attitudes, fostering empathy for individuals, and build confidence to help (Umar, 2011; Agustina et al., 2022).

As mentioned above, although there have been reviews of interprofessional effective communication, none of the reviews have systematically investigated the evidence regarding the





importance of interprofessional effective communication. In this systematic review, we address this gap by reviewing the evidence in the extant literature. It is hoped that this review will provide evidence of possible additional interventions in the effectiveness of communication and enrich our knowledge base regarding interprofessional communication for better health service quality.

### MATERIALS AND METHODS

A thorough review of the literature presented in this article was conducted using analytical procedures and inclusion standards for this study. References are checked to see if they meet the following requirements: publication in English, six years source limit, and open access to abstracts and articles. This inclusion criterion allows the study to evaluate only the elements of organizational culture in hospitals that affect the improvement of health professionals (nurses) performance. Articles are omitted if reportage and literature are grayed out. Search techniques are carried out independently by looking through online sources such as Google Scholar. To find related publications, the following search phrase was used: "effective communication in an interprofessional manner." A thorough assessment of the literature is provided in this article. Inclusion criteria and analytical procedures for the study were developed. References are checked to verify whether they comply with the following standards: Indonesian language publication, six years source limit, and open access to abstracts and full papers. This inclusion criterion allows research to only analyze related to effective communication in interprofessional attitudes. When reportage and literature are grayed out, articles are omitted. Using an online database, namely Google Scholar. The search is carried out separately. "effective communication" and "effective communication in an interprofessional manner.

We evaluate research that discusses effective communication in interprofessional attitudes. The types of publications used in research are subject to predefined limitations. In this case, we use the 2018–2023 publishing year range. Our search method yielded 1.210 titles and abstracts. All authors searched and rated article titles and abstracts published online using original inclusion criteria. Our extensive search returns many results that are inconsistent with our purposes. There are several articles that do not talk about effective communication in an interprofessional manner. However, many articles do not meet the standards set by us. Then we selected 6 titles for review related to effective communication in interprofessional attitudes.

### RESULTS

During the search, article journals were found using Google Scholar. All of them were included in the study. We reviewed 6 pertinent papers on the Analysis of Effective Communication Relationships with Interprofessional Attitudes Through Outbound Activities.

Author (year), country	Design	Purpose	Result
Herdiani, R.T. & Mulyani	Research and Development one group	Develop a group guidance model with outbound techniques which is	The results showed that the outbound technique group guidance model for





(2018).  
Indonesia. pretest and posttest design effective for improving student's interpersonal communication. improving interpersonal communication of students is developed through 10 components and put more emphasis on the activity stage through the briefing in the form of focus discussion. Group guidance services have an important role in developing student's interpersonal communication skills.

Anwar, H. & Rosa, E.M. (2019).  
Indonesia. Literature review through literature search and screening. To improve communication and collaboration skills between health professions by applying the educational interprofessional education (IPE) to reduce medical errors and improve patient safety. The entire article shows that the application of interprofessional education (IPE) can improve knowledge, skills, behavior, collaboration, communication, and help understand the ideas, roles, and responsibilities of each health profession. Based on the analysis of the articles used as literature shows that IPE learning can increase student self-confidence, coordination (planning), control, and calmness (reducing anxiety), and commitment (persistence) in supporting patient-centered care).

Harumi, B. P. Y., Surjaningrum, E. R., & Wilani, N. M. A. (2021).  
Indonesia. One group pretest-posttest design. To provide training communication skills with caregivers of teenage children. The hypothesis put forward is effective communication training to improve coach communication skills. Based on the measurement results, an increase in the score of communication skills was obtained for participants who were observed before and after the training given. Based on the results of the evaluation and follow-up,





found the application of communication training by participants and have an impact on the openness of foster children to start addressing the problem. Based on it can be concluded that communication training given can increase knowledge about ways of communication and have an effect on the response of foster children who are teenagers.

Kusuma, Y. A. (2018).  
Indonesia.

Research and development, experimental learning.

To make employees who take part in this development program expected can be more sensitive to changes that occur in the condition of the company and actively participate in efforts to establish a better working climate, so that it will bring employees to produce good performance as well as the company through the implementation of outbound training.

An effort to increase the ability of employees through the method of outbound training is very effective. It is proven that with this program employees are trained to be able to face all the challenges illustrated in open nature that may be encountered in the company's work environment. So that with the implementation of outbound training in the company it will create or the realization of human resources who are full of passion for work and team cohesiveness in improving the work ability of employees.

Sulkifly. & Nurkia, Sitty (2020).  
University of Gorontalo.

Pre-Experimental design.

To find out the implementation, description of students' interpersonal communication before and after being given the technique outbound.

After three outbound meetings, each meeting was given a game about communication. The level of interpersonal communication of students has increased. Student interpersonal communication before





being given an outbound was in the low category, then after being given the outbound int increased, namely in the medium and high categories.

<p>Bakar, R. M., Poerwanto, B., Madjid, A.F (2022). University of Makassar.</p>	<p>Discussion analysis.</p>	<p>This activity aims to build effective communication and teamwork through outbound training activities.</p>	<p>In this activity all participants showed high enthusiasm by asking questions and providing feedback on the material presented as well as practice by the participants. This activity made a positive contribution because it was in accordance with the needs of the participants, so that the training was well received and carried out by the participants.</p>
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## DISCUSSION

In health services, there is often miscommunication between medical personnel and patients, and between professions. Some things that need to be considered and affect health service outcomes and patient satisfaction perceptions are the ability of health workers to communicate effectively, observe, listen, explain, and empathize (Herdiani & Mulyani, 2018). Interprofessional education is an important factor in facilitating interprofessional collaboration. Based on research on the influence of Interprofessional Education (IPE) on communication by (Herdiani & Mulyani, 2018), it was found that IPE will help build preparedness among health students to improve communication, teamwork, clarify professional roles and responsibilities, and pay attention to values in ethical decision making. The application of outdoor IPE learning can also help students explore the roles and responsibilities of health professionals through active learning.

Communication is a social event, an event that occurs when humans interact with others. People who have never communicated with humans will certainly get lost because they do not have time to organize themselves in a social environment. With good interpersonal communication is very necessary in terms of developing one's character. Interpersonal communication is a process of conveying information (messages, ideas and ideas) from one party to another. Doing outbound gives results in increasing the level of interpersonal communication someone, seen from a person's behavior when expressing opinions and sharing feelings with people other, being able to be empathetic by respecting the opinions of others, being positive by giving compliments happily and willing to accept the opinions of others, being supportive by being warm and friendly and not





discriminating (Sulkifly & Nurkia, 2020). Meanwhile, according to research by Bakar et al. (Bakar et al., 2022), communication in the world of work also requires training using outbound activities. Because it is possible that they will experience misunderstandings between employees. Skills in conducting effective communication is an aspect that should be considered so that teamwork can run better. Effective communication is the ability to be achieved in this training. Provision of effective communication skills is provided through a training model outdoor in the shape of outbound training.

Comparison of student interpersonal communication before and after group guidance services through outbound techniques have been conducted in the research of Herdiani & Mulyani (Herdiani & Mulyani, 2018). Based on the research, there is a very noticeable change in frequency of communication, that was originally low but then became high. These conditions indicate that there are improvements in interpersonal communication of students after being given group guidance services through outbound techniques. Group guidance services through outbound techniques already exist, but there are still few people that use it. This is due to several factors, one of which is because of the lack of knowledge of outbound procedures. Therefore, the suggestion that can be given is to develop this outbound technique and when the activity is over, a focus discussion group is carried out as an evaluation. The emphasis of this focus discussion method is considered very fit for the initial purpose of the study, which is to improve interpersonal communication.

According to research by (Harumi et al., 2021), skills training communication in improving capabilities communication coaches to communicate with teenage foster children. From the measurement results, we obtained an increase in the communication ability score of the participants before and after the training. Based on evaluation and follow-up results, we found that the use of communication training by participants impacted foster children's openness to deal with problems. From this, it can be concluded that specific communication training can increase knowledge of communication channels and influence responses in teenage foster children. The application of outbound training methods is closely related to the principles of proven experimental learning theory, which are both physically and intellectually effective in shaping one's own behavior. This is very important. This is because the development of technology requires the skills and capabilities of human resources to evolve and grow more professionally. Women and men to enable them to face all the challenges presented in the company's working environment. Through the implementation of in-house outbound training, develop or realize talents full of passion for work and team cohesion, and improve the work ability of employees (Kusuma, 2018).

## CONCLUSIONS

From the literature review that the authors selected, can be concluded that some things that need to be considered and affect health service outcomes and patient satisfaction perceptions are the ability of health workers to communicate effectively, observe, listen, explain, and empathize. The existence of interprofessional education in the form of effective communication is needed by health workers to provide better health services. Effective communication plays an important role in improving communication, teamwork, clarifying professional roles and responsibilities, and paying attention to ethical values in decision making. Through good and effective interpersonal communication is very necessary in terms of developing one's character. Skills in conducting effective communication is an aspect that must be considered so that teamwork can run better. One





of the activities to form effective communication especially by health workers is through outbound training activities.

### Conflict of Interest

The authors declare that they have no known financial or interpersonal conflicts that might have looked to have influenced the research presented in this study.

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