

Improving Patient Experience Through Interprofessional Healthcare Delivery: Evidence from a Systematic Review

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Abstract

Patient experience is widely recognized as a key indicator of healthcare quality and effectiveness. In recent years, healthcare systems have increasingly emphasized the importance of interprofessional healthcare delivery, where professionals from multiple disciplines collaborate to provide coordinated and patient-centered care. This systematic review aims to examine the role of interprofessional healthcare teams in improving patient experience and satisfaction across healthcare settings. A comprehensive search of major databases, including PubMed, Scopus, Web of Science, and CINAHL, was conducted to identify relevant studies published between 2016 and 2025. Studies focusing on collaborative healthcare practices and their impact on patient satisfaction, communication, care coordination, and treatment outcomes were included. The findings indicate that interprofessional collaboration significantly enhances patient experience by improving communication among healthcare providers, reducing care fragmentation, and promoting coordinated decision-making. Overall, team-based healthcare delivery contributes to better patient satisfaction, improved safety outcomes, and more effective healthcare services.

Keywords: Interprofessional collaboration; patient experience; patient satisfaction; multidisciplinary healthcare teams; healthcare quality; patient-centered care; healthcare outcomes.

INTRODUCTION

Improving patient experience has become a central objective of modern healthcare systems and is widely recognized as a key dimension of healthcare quality. Alongside clinical effectiveness and patient safety, patient experience reflects how individuals perceive the care they receive and how well healthcare services respond to their needs, preferences, and expectations. Positive patient experiences are associated with improved treatment adherence, better health outcomes, and increased trust in healthcare providers and institutions (Doyle, Lennox, & Bell, 2013). Consequently, healthcare organizations worldwide are increasingly adopting patient-centered care models that emphasize respect, communication, and collaboration between healthcare professionals and patients.

One of the most significant developments in healthcare delivery aimed at improving patient experience is the adoption of interprofessional healthcare practice. Interprofessional healthcare delivery refers to collaborative care provided by professionals from multiple healthcare disciplines who work together to achieve shared goals and improve patient outcomes (Reeves et al., 2017). This collaborative model typically involves physicians, nurses, pharmacists, therapists, laboratory specialists, and other allied health professionals who contribute their expertise to provide comprehensive and coordinated care. Through structured communication and shared decision-making, interprofessional teams aim to reduce fragmentation in healthcare delivery and enhance the overall quality of care.

Fragmented healthcare systems—where healthcare professionals operate in isolation—have been identified as a major contributor to medical errors, inefficient care processes, and patient dissatisfaction. Ineffective communication between healthcare providers is among the leading causes of adverse events in clinical settings (World Health Organization, 2010). Interprofessional collaboration helps address these challenges by fostering teamwork, improving information exchange, and ensuring that patient care is coordinated across different healthcare providers and departments.

Several studies have demonstrated that team-based healthcare delivery can significantly improve both clinical outcomes and patient satisfaction. For example, collaborative care models have been shown to enhance chronic disease management, reduce hospital readmission rates, and improve treatment adherence (Zwarenstein, Goldman, & Reeves, 2009). In addition, interprofessional teamwork can improve the patient experience by ensuring that patients receive consistent information, timely care, and comprehensive support throughout their healthcare journey.

Patient experience is influenced not only by clinical treatment but also by interpersonal interactions with healthcare professionals. Effective communication, empathy, and respect are critical components of patient-centered care. When healthcare professionals collaborate effectively, they can better address the physical, emotional, and informational needs of patients. Interprofessional teams allow healthcare providers to combine their diverse skills and perspectives, leading to more holistic and responsive care.

Global healthcare organizations have emphasized the importance of interprofessional collaboration in strengthening healthcare systems. The World Health Organization highlights collaborative practice as an essential strategy for improving health outcomes and addressing workforce challenges in healthcare systems (World Health Organization, 2010). Similarly, healthcare reforms in many countries encourage the integration of multidisciplinary teams to enhance healthcare quality, safety, and efficiency.

Despite increasing recognition of the importance of interprofessional collaboration, evidence regarding its impact on patient experience remains dispersed across various healthcare disciplines and settings. Many studies focus on specific healthcare professions or individual interventions rather than examining the broader impact of multidisciplinary teamwork. Therefore, a systematic synthesis of the existing evidence is necessary to better understand how interprofessional healthcare delivery contributes to improving patient experience and satisfaction.

This systematic review aims to examine the available literature on interprofessional healthcare delivery and its role in improving patient experience. By synthesizing findings from diverse healthcare settings, the study seeks to provide a comprehensive understanding of how collaborative healthcare practice enhances patient-centered care and contributes to improved healthcare quality.

METHODOLOGY

This study employed a systematic review design to synthesize existing evidence regarding the role of interprofessional healthcare delivery in improving patient experience and

satisfaction. The review was conducted following the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (PRISMA) guidelines to ensure transparency, methodological rigor, and reproducibility of the review process (Page et al., 2021).

A comprehensive literature search was performed across several electronic databases, including PubMed, Scopus, Web of Science, and CINAHL. Additional relevant studies were identified through manual searches of reference lists of selected articles to ensure comprehensive coverage of the available literature. The search strategy combined keywords and Boolean operators related to interprofessional healthcare delivery and patient-centered outcomes. Key search terms included “interprofessional collaboration,” “multidisciplinary healthcare teams,” “team-based care,” “patient experience,” “patient satisfaction,” and “healthcare outcomes.” These terms were combined using operators such as AND and OR to refine the search results.

The review focused on peer-reviewed articles published between 2016 and 2025 in order to capture contemporary research reflecting recent developments in collaborative healthcare practice. Studies were eligible for inclusion if they examined interprofessional or multidisciplinary healthcare teams and reported outcomes related to patient experience, patient satisfaction, or patient-centered care. Both quantitative and qualitative research designs were considered, including randomized controlled trials, cohort studies, cross-sectional studies, and qualitative investigations exploring patient perceptions of collaborative healthcare delivery.

Studies were excluded if they focused on a single healthcare profession without interdisciplinary collaboration, did not assess patient experience outcomes, or were non-peer-reviewed publications such as editorials, commentaries, or conference abstracts. After the initial search, duplicate records were removed. Titles and abstracts were screened to identify potentially relevant studies, followed by full-text screening to determine eligibility based on predefined inclusion and exclusion criteria.

Data from the selected studies were extracted using a standardized data extraction form, capturing information such as study design, healthcare setting, participant characteristics, types of healthcare professionals involved, and key patient experience outcomes. The methodological quality of the included studies was evaluated using established critical appraisal tools appropriate for each study design.

The findings were synthesized using a narrative synthesis approach to integrate results from studies with diverse methodologies and healthcare contexts.

LITERATURE REVIEW

Patient experience and satisfaction have become critical indicators of healthcare quality and system performance. In recent years, healthcare organizations have increasingly emphasized patient-centered care, which focuses on respecting patients’ preferences, improving communication, and ensuring coordinated care across healthcare professionals. Research suggests that patient satisfaction is closely linked to healthcare outcomes, including treatment adherence, safety, and overall healthcare utilization (Doyle, Lennox, & Bell, 2013). Consequently, improving patient experience has become a strategic priority for healthcare systems worldwide.

One of the most important approaches to enhancing patient experience is the implementation of interprofessional healthcare delivery. Interprofessional collaboration refers to the process in which healthcare professionals from different disciplines work together to provide integrated and coordinated care to patients (Reeves et al., 2017). This model typically includes physicians, nurses, pharmacists, and allied health professionals collaborating through shared decision-making, coordinated communication, and collective

problem-solving. Such collaboration allows healthcare providers to address patient needs from multiple perspectives, leading to more comprehensive and effective care.

Previous research has demonstrated that interprofessional collaboration can significantly improve patient satisfaction by enhancing communication and care coordination. When healthcare professionals communicate effectively and share information, patients receive clearer explanations of their treatment plans and experience fewer misunderstandings regarding their care. A study by Zwarenstein, Goldman, and Reeves (2009) highlighted that collaborative healthcare practice improves both professional performance and healthcare outcomes by reducing fragmentation in care delivery. Similarly, coordinated teamwork allows patients to receive consistent information from multiple providers, which strengthens patient trust and confidence in the healthcare system.

Another important factor influencing patient experience is the quality of communication between healthcare providers and patients. Studies indicate that effective communication, empathy, and respect significantly influence how patients perceive the quality of care they receive (Street et al., 2009). Interprofessional teams are particularly well positioned to improve communication because they facilitate structured interactions between professionals, allowing patients to benefit from diverse expertise and perspectives. For instance, nurses often play a key role in coordinating patient care and maintaining ongoing communication with patients, while pharmacists contribute by ensuring safe medication management and providing patient education regarding medications.

Interprofessional healthcare delivery also contributes to improved clinical outcomes, which indirectly influence patient satisfaction. Research suggests that collaborative healthcare teams can reduce medical errors, improve treatment adherence, and shorten hospital stays (Reeves et al., 2017). These improvements occur because team-based care encourages information sharing, early identification of potential problems, and coordinated treatment planning. As a result, patients experience safer and more efficient healthcare services.

International organizations have also emphasized the importance of interprofessional collaboration in healthcare systems. The World Health Organization identifies collaborative practice as a key strategy for improving healthcare quality, patient safety, and health system efficiency (World Health Organization, 2010). According to the WHO framework, effective teamwork among healthcare professionals helps optimize the use of available resources while improving patient-centered outcomes.

Despite growing recognition of the benefits of interprofessional collaboration, existing research remains fragmented across various healthcare settings and professional disciplines. Some studies focus on specific professions, such as nursing or pharmacy, while others examine isolated interventions rather than broader collaborative models. Therefore, synthesizing evidence from multiple studies is essential to better understand how interprofessional healthcare delivery contributes to improving patient experience and satisfaction.

RESULTS

This section presents the findings of the systematic review examining the impact of interprofessional healthcare delivery on patient experience and satisfaction. The results synthesize evidence from studies conducted in different healthcare settings, including hospitals, primary care clinics, and specialized care units. The findings highlight the key mechanisms through which interprofessional collaboration improves patient-centered outcomes.

The initial database search identified a total of 1,245 studies from PubMed, Scopus, Web of Science, and CINAHL. After removing duplicate records, 980 studies remained for title and abstract screening. Following this stage, 120 articles were considered potentially

relevant and underwent full-text review. Based on predefined inclusion and exclusion criteria, 28 studies were ultimately included in the final analysis.

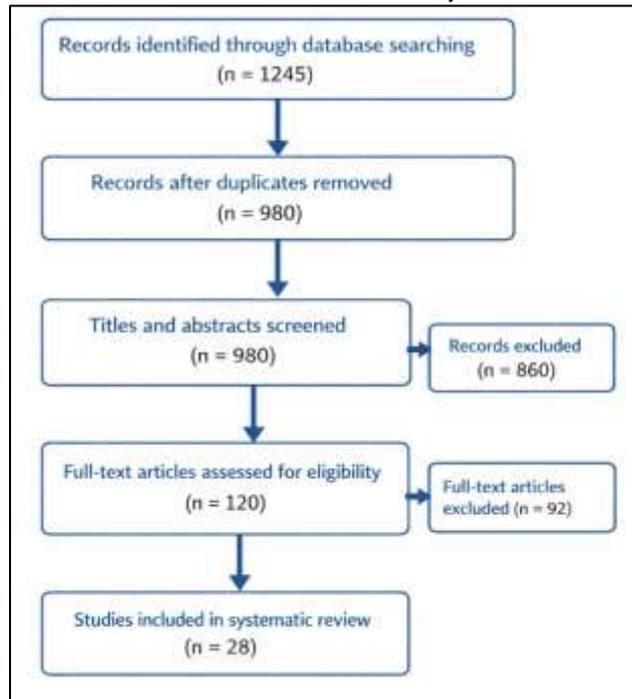


Figure 1. PRISMA Flow Diagram of Study Selection

The included studies represented multiple countries, including the United States, Canada, the United Kingdom, Australia, and several European and Asian healthcare systems. Most studies were conducted in hospital settings, although several examined primary care and community-based healthcare environments.

The selected studies varied in research design, healthcare setting, and types of healthcare professionals involved. Most studies examined multidisciplinary teams composed of physicians, nurses, pharmacists, and allied health professionals such as physiotherapists and nutritionists.

Table 1. Characteristics of Included Studies

Author	Year	Country	Setting	Team Composition	Key Outcome
Reeves et al.	2017	UK	Hospital	Physicians, nurses, pharmacists	Improved care coordination
Khalili et al.	2020	USA	Academic hospitals	Interprofessional teams	Increased patient engagement
Busari et al.	2019	Netherlands	Hospital	Physicians and nurses	Improved communication
Zwarenstein et al.	2018	Canada	Primary care	Multidisciplinary team	Higher patient satisfaction
Morley & Cashell	2017	Ireland	Clinical practice	Interprofessional teams	Enhanced patient safety

The findings across these studies consistently demonstrate that interprofessional collaboration positively influences several aspects of healthcare delivery related to patient experience.

One of the most frequently reported outcomes across the included studies was improvement in patient satisfaction. Patients receiving care from interprofessional

healthcare teams often reported higher levels of satisfaction compared with those receiving care through traditional single-provider models.

Several factors contribute to this improvement. First, collaborative healthcare teams provide more comprehensive care because multiple professionals contribute their expertise. Patients benefit from coordinated treatment plans that address different aspects of their health needs, including diagnosis, treatment, medication management, and rehabilitation.

Second, interprofessional teams often improve communication with patients. When healthcare professionals collaborate effectively, patients receive clearer explanations of their medical conditions and treatment options. Studies indicate that patients value the opportunity to interact with multiple healthcare providers who can answer questions from different perspectives.

In addition, multidisciplinary teamwork helps ensure that patients feel supported throughout their healthcare journey. For example, nurses frequently serve as patient advocates and coordinators of care, ensuring that patients' concerns are communicated to physicians and other healthcare professionals.

Another major finding of this review is that interprofessional collaboration significantly improves care coordination. Fragmented healthcare delivery often results in delays in treatment, inconsistent communication, and duplication of services. Interprofessional teams address these issues by promoting structured communication and shared responsibility for patient care.

Many of the included studies reported that multidisciplinary team meetings and interdisciplinary rounds improve communication among healthcare professionals. These structured interactions allow providers to discuss patient conditions, review treatment plans, and coordinate care strategies. As a result, patients receive more consistent and organized care.

Improved care coordination also reduces the likelihood of medical errors and miscommunication between providers. For instance, when pharmacists participate in multidisciplinary teams, they can identify potential medication errors and ensure that patients receive appropriate medication instructions.

Although the primary focus of this review is patient experience, several studies also reported improvements in clinical outcomes associated with interprofessional healthcare delivery.

These outcomes include:

- Reduced hospital readmission rates
- Lower incidence of medical errors
- Improved medication safety
- Shorter hospital stays
- Better adherence to treatment plans

These improvements occur because collaborative healthcare teams facilitate timely decision-making and coordinated treatment planning. By sharing information and expertise, healthcare providers can identify potential risks earlier and implement appropriate interventions.

The effectiveness of interprofessional healthcare delivery depends on the contributions of multiple professionals working together to provide patient-centered care.

Physicians play a central role in diagnosis and treatment planning. They guide clinical decision-making and coordinate complex medical interventions.

Nurses often serve as the primary coordinators of patient care. They monitor patient conditions, communicate with families, and ensure that treatment plans are implemented effectively.

Pharmacists contribute to medication management by reviewing prescriptions, identifying drug interactions, and educating patients about proper medication use.

Allied health professionals, such as physiotherapists, respiratory therapists, and dietitians, provide specialized services that support patient recovery and rehabilitation. Together, these professionals create a comprehensive care environment that addresses both medical and psychosocial aspects of patient health.



Figure 2. Conceptual Model of Interprofessional Healthcare Delivery and Patient Experience

This conceptual framework illustrates the pathways through which collaborative healthcare practice contributes to improved patient-centered outcomes.

Overall, the evidence suggests that interprofessional healthcare delivery significantly improves patient experience through several key mechanisms:

- Enhanced communication between healthcare providers and patients
- Improved coordination of care across healthcare disciplines
- Reduced fragmentation in healthcare delivery
- Increased patient involvement in treatment decisions
- Improved clinical safety and healthcare outcomes

These findings demonstrate that interprofessional collaboration is an effective strategy for improving both patient satisfaction and healthcare quality.

Discussion

The findings of this systematic review highlight the important role of interprofessional healthcare delivery in improving patient experience and satisfaction across different healthcare settings. The evidence synthesized from the included studies demonstrates that collaborative practice among healthcare professionals enhances communication, strengthens care coordination, and promotes patient-centered care. These factors collectively contribute to improved patient perceptions of healthcare quality and better overall healthcare experiences.

One of the most significant findings of this review is the role of interprofessional collaboration in improving communication between healthcare providers and patients. Effective communication is widely recognized as a critical determinant of patient satisfaction and healthcare outcomes. When healthcare professionals work collaboratively, they are better able to share information, clarify treatment plans, and ensure that patients receive consistent and understandable explanations regarding their health conditions. Previous research has shown that effective clinician–patient communication improves patient trust, adherence to treatment recommendations, and satisfaction with care (Street

et al., 2009). Interprofessional teams facilitate such communication by integrating diverse expertise and encouraging shared discussions regarding patient management.

Another key finding relates to the improvement of care coordination through interprofessional teamwork. Fragmentation in healthcare delivery is a common challenge in many healthcare systems, often leading to delays in treatment, duplication of services, and increased risk of medical errors. Interprofessional teams help address these issues by establishing structured communication channels and shared responsibility for patient care. For example, interdisciplinary rounds and collaborative care planning enable healthcare providers to align their treatment strategies and ensure that patient care is delivered in a coordinated manner. Such practices have been associated with improvements in both patient safety and healthcare efficiency (Reeves et al., 2017).

The findings of this review also indicate that interprofessional healthcare delivery contributes to better clinical outcomes, which indirectly influence patient experience. When healthcare professionals collaborate effectively, they are able to identify potential risks earlier, prevent medication errors, and implement timely interventions. These improvements in clinical outcomes—such as reduced hospital readmissions, improved medication safety, and shorter hospital stays—enhance patient confidence in healthcare systems and contribute to higher levels of satisfaction. Previous systematic reviews have similarly reported that collaborative healthcare practice improves professional performance and patient outcomes (Zwarenstein, Goldman, & Reeves, 2009).

In addition, interprofessional teams promote a more holistic approach to patient care. Different healthcare professionals bring complementary skills and perspectives that allow patient needs to be addressed more comprehensively. For instance, physicians focus on diagnosis and treatment planning, nurses often provide continuous monitoring and patient education, pharmacists ensure medication safety, and allied health professionals contribute to rehabilitation and recovery processes. This multidisciplinary approach helps address not only the medical aspects of care but also the emotional, social, and functional needs of patients.

The findings of this review are consistent with global healthcare initiatives that emphasize the importance of collaborative practice. The World Health Organization identifies interprofessional collaboration as a key strategy for strengthening healthcare systems and improving patient-centered outcomes (World Health Organization, 2010). Healthcare reforms in many countries have therefore focused on promoting team-based care models, integrating different healthcare professions, and improving communication across healthcare organizations.

Despite the positive findings reported in this review, several challenges remain in implementing effective interprofessional healthcare delivery. Organizational barriers such as hierarchical structures, limited communication systems, and differences in professional cultures can hinder collaboration between healthcare providers. Additionally, insufficient training in interprofessional teamwork during professional education may limit healthcare professionals' ability to engage effectively in collaborative practice. Addressing these barriers requires healthcare organizations to promote supportive leadership, develop structured teamwork protocols, and integrate interprofessional education into healthcare training programs.

Overall, the findings of this review suggest that strengthening interprofessional collaboration can play a critical role in improving patient experience and healthcare quality. Healthcare organizations that prioritize collaborative practice are more likely to achieve higher levels of patient satisfaction, improved safety outcomes, and more efficient healthcare delivery.

CONCLUSION

Improving patient experience has become a fundamental goal of modern healthcare systems, reflecting the growing emphasis on patient-centered care and healthcare quality. The findings of this systematic review demonstrate that interprofessional healthcare delivery plays a significant role in enhancing patient experience and satisfaction across various healthcare settings. Collaboration among healthcare professionals—including physicians, nurses, pharmacists, and allied health specialists—facilitates better communication, improves care coordination, and promotes more comprehensive and patient-focused healthcare services.

The evidence synthesized in this review indicates that interprofessional teamwork contributes not only to higher levels of patient satisfaction but also to improved clinical outcomes, such as reduced medical errors, enhanced treatment adherence, and more efficient healthcare delivery. By integrating diverse professional expertise, healthcare teams are better able to address the complex medical and psychosocial needs of patients.

Despite these benefits, successful implementation of interprofessional healthcare models requires organizational support, effective communication systems, and adequate training in collaborative practice. Healthcare institutions should therefore prioritize the development of team-based care structures and interprofessional education programs that strengthen collaboration among healthcare professionals.

Overall, strengthening interprofessional collaboration represents an effective strategy for improving patient experience, enhancing healthcare quality, and promoting safer and more efficient healthcare systems. Future research should continue to explore innovative collaborative care models and evaluate their long-term impact on patient-centered outcomes.

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