

The Effect of Interpersonal Relationship Skills with Teamwork in Emergency Workers in Pre-Hospital Emergency Department in Hamadan

Tayebeh Mahvar¹, Mohamad Javad Mousavi^{2*}, Behnam Khaledi-Paveh¹, Mohammadjavad Veisimiankali³ and Nader Salari¹

¹Faculty, Department of Nursing, Nursing and Midwifery School, Kermanshah University of Medical Sciences, Kermanshah, Iran

²MS Student in Nursing, School of Nursing and Midwifery, Kermanshah University of Medical Sciences, Kermanshah, Iran

³PhD student in Health Services Management, Department of Health Services Management, Faculty of Health, Islamic Azad University of Medical Sciences, Tehran Branch, Iran

Corresponding Author:

Mohamad Javad Mousavi

MS Student in Nursing, School of Nursing and Midwifery, Kermanshah University of Medical Sciences, Kermanshah, Iran

E-mail: mohamadjavadmousavi1267@gmail.com

Copyright: ©2023 Mousavi M. J. This is an open-access article distributed under the terms of the Creative Commons Attribution License, which permits unrestricted use, distribution, and reproduction in any medium, provided the original author and source are credited.

Received: 02-May-2023, Manuscript No. IJCRIMPH-23-101129; **Editor assigned:** 09-May-2023, Pre QC No. IJCRIMPH-23-101129 (PQ); **Reviewed:** 14-May-2023, QC No. IJCRIMPH-23-101129 (Q); **Revised:** 18-May-2023, Manuscript No. IJCRIMPH-23-101129 (R); **Published:** 24-May-2023, doi: 10.35248/1840-4529.23.15(6).1-4

Abstract

Introduction: Communication is a multi-sided movement in which two or more people exchange ideas, feelings and questions and communicate through the use of signs and messages for which their meaning is understood. In interpersonal relationships, a person delivers information and feelings to another person or person through verbal and nonverbal messages.

Aim: Communication problems are one of the most important factors causing interpersonal conflicts among pre-hospital staff that can reduce the amount and quantity of teamwork. The aim of this study was to investigate the effect of interpersonal communication skills with teamwork in pre-hospital emergency department in Hamadan in 2021.

Materials and Methods: This cross-sectional and analytical study selected from pre-hospital emergency workers in Hamadan (n=110). Data collection tools were Fetro et al.'s interpersonal communication skills questionnaire, and teamwork assessment questionnaire, Evans and Jarvis questionnaire, finally data were analyzed by spss25 software.

Result: According to the results, interpersonal and teamwork skills of 98.2% of pre-hospital emergency workers were moderate. Also, there was a direct and significant relationship between the subscales of development and communication retention, communication skills, conflict resolution and empathy with teamwork ($P(05/0>)$).

Conclusion: The results showed that the interpersonal skills of the majority of emergency personnel are moderate and this has led to the fact that the teamwork of the majority of personnel is moderate. It is suggested that with the necessary training, interpersonal skills of personnel be increased in order to improve teamwork and thus improve the quality of pre-hospital services.

Keywords: Communication • Team work • Pre-hospital emergency

Introduction

Communication is a multi-sided movement in which two or more people exchange ideas, ideas, feelings and questions and communicate through the use of signs and messages for which their meaning is understood [1]. In interpersonal relationships, a person delivers information and feelings to another person or person through verbal and nonverbal messages [2]. Interpersonal communication is created through a combination of verbal (verbal and written language), non-verbal (movements, mimic, mood, appearance) and verbal doubt forms (vocal characteristics with the word, such as expression, curvature of sound, tone, rhythm and verbal flow) [3]. Communication has always been one of the most challenging issues in the therapeutic professions. Because these professions need teamwork to care for and promote patient health and communication is a key factor in group activities and facilitates the empowerment and rehabilitation of clients [4]. Communication is important at all levels and sectors of the healthcare profession, but interpersonal communication is the ability to work with others, develop friendships and relationships, through communication, cooperation, empathy and dialogue, and in particular includes one's ability to communicate verbally and non-verbally [2]. Communication has long been an important part of medical and nursing services and many discussions have been raised about effective communication that forms the basis for the quality care services. The ability to communicate properly with colleagues, patients and others forms the foundation of clinical skills to provide ideal medical care and the core of optimal medical activities [5]. Studies show that inappropriate communication can lead to negative reactions such as one-sided judgment, blaming the other party, feelings of resentment, anger, deliberate opposition, threat of territory, excessive expectation, sabotage, insult, unfairness, jealousy, humiliation and evasion [6]. This is more important for pre-hospital staff due to complex and critical conditions of patients and management of patients with life-threatening injuries and diseases [2]. Poor communication between treatment team colleagues is a key factor in medical error [7]. Non-technical skills such as good communication and teamwork are very important in preventing medical errors and ensuring patient safety [8]. So that considers communication as the main cause of inadvertent injuries to patients [9]. Therefore, improving intergroup communication is an essential issue in improving safety in health care [10]. Poor communication leads to reduced cooperation and lack of coordination among individuals. This effective communication leads to differences in people's perception of caring situations and methods of managing that situation. The difference in people's perception will also lead to serious risks for patients so that the patient's situation will be delayed when their condition deteriorates. However, in order to provide safe care, it is necessary for all members of the care team to have a common understanding of the situation [11]. Past studies have shown that aspects of teamwork such as leadership, teamwork, position awareness and decision-making are largely related to the clinical success of teams [12]. A study evaluating teamwork in the Intensive Care Unit (ICU) showed that 37 percent of teamwork failures were due to verbal communication errors between doctors and nurses [13]. Team work in emergency medical

Retraction Note

The Publisher and Editor regretfully retract the article titled "The Effect of Interpersonal Relationship Skills with Teamwork in Emergency Workers in Pre-Hospital Emergency Department in Hamadan" published in Journal "International Journal of Collaborative Research on Internal Medicine & Public Health" Volume 15, Issue 6, and Page no. 1-4 following an investigation which found that the author violated the Journal's policy and putting false allegations towards to the journal. This is contrary to the ethical standards of the journal and unacceptable. The author denied to support open access. The authors have been notified of this decision. The Publisher and Editor apologize to the readers of the journal for any inconvenience this may cause.

Retraction