



Exploring Collaboration and Health Information Service Delivery in a Changing World: A Systematic Review

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Abstract

Collaboration and health information service delivery are essential components of modern healthcare systems. This systematic review examines collaboration (independent variable) and health information service delivery (dependent variable) in a changing world. It synthesizes evidence from 2015–2021, including empirical studies that demonstrate how interprofessional and interorganizational collaborations improve patient outcomes, healthcare efficiency, and health literacy. Using a systematic review approach, databases such as PubMed, Google Scholar, and Cochrane Library

Introduction

Collaboration in healthcare refers to the joint effort of two or more healthcare providers or organizations to achieve a common goal. Effective collaboration requires communication, coordination, and teamwork, and it is crucial for improving healthcare outcomes. Health information service delivery, on the other hand, involves the provision of accurate and reliable health information to individuals, communities, and organizations. Health information service delivery is essential for promoting health and preventing diseases, as well as for ensuring that individuals have the information, they need to make informed decisions about their health.

Recent studies have shown that collaboration and health information service delivery can

were searched. The results revealed measurable benefits of collaboration, identified key challenges such as resistance to change and lack of standardized metrics, and highlighted critical success factors, including leadership and technology use. Empirical evidence from diverse studies reinforces that collaboration is both a practical and theoretical necessity for improving healthcare. This review concludes with recommendations to strengthen collaborative frameworks and enhance health information delivery across healthcare systems.

Keywords: Collaboration, Health Information, Service Delivery

significantly improve healthcare outcomes. A study by Al-Busaidiet *al.* (2020) found that effective collaboration between healthcare providers can lead to better patient outcomes and improved healthcare quality. Similarly, a study by Choi *et al.* (2021) found that health information service delivery is essential for promoting health literacy and improving patient outcomes. The introduction is very inadequate

Objectives of the study

The primary objective of this research is to explore the current state of collaboration and health information service delivery in a changing world. Specifically, the objectives are:

1. to identify the types of collaborations that have been studied,



2. to find out the benefits and challenges associated with each type of collaboration, and

3. to determine the key factors that influence the effectiveness of collaboration in health information service delivery.

Methodology

To conduct this research, a systematic literature review was adopted. Literature search was conducted using various databases and search engines, including PubMed, Google Scholar, and Cochrane Library. The search terms and keywords used included collaboration, health information service delivery, healthcare, teamwork, and communication. The inclusion and exclusion criteria were established to select relevant sources, and data extraction and synthesis methods were used to analyse the data.

Description of the Databases and Search Engines Used for the Research

Literature review on collaboration and health information service delivery in a changing world in various databases and search engines were used. The databases searched included PubMed, CINAHL, Scopus, and Web of Science. The search engines used included Google Scholar and Cochrane Library. These databases and search engines were selected for their extensive coverage of healthcare literature and their ability to provide access to relevant articles.

Search Terms and Keywords Used

The search terms and keywords used in this literature review included collaboration, teamwork, health information service delivery, healthcare, communication, information exchange, and knowledge management. These keywords were used in various combinations to ensure that relevant articles were identified.

Inclusion and Exclusion Criteria Used to Select Relevant Sources

To select relevant sources for this literature review, inclusion and exclusion criteria were established. The inclusion criteria were as

follows: articles had to be published in peer-reviewed journals, written in English, and published between 2015 and 2021. The articles had to be focused on collaboration and health information service delivery in a changing world. The exclusion criteria included articles that focused on collaboration and health information service delivery in non-healthcare settings or that were not relevant to the research objectives.

Data Extraction and Synthesis Methods Used

Data extraction and synthesis methods were used to analyse the articles identified in the search. The relevant information was extracted from each article, including the author(s), publication year, study design, sample size, and key findings. The information was then synthesized using a thematic analysis approach, which involved identifying common themes and patterns across the articles. The analysis focused on the types of collaborations studied, the benefits and challenges of collaboration and health information service delivery, and the key factors that influence the effectiveness of collaboration in healthcare.

Empirical Review of Literature:

A qualitative study in Oman by Al-Busaidiet *al.* (2020) examined collaboration between primary and secondary care physicians through in-depth interviews with 25 healthcare professionals. The study revealed that effective collaboration improved care coordination and reduced duplication of services, ultimately enhancing patient outcomes.

Barnes *et al.* (2020) Used a mixed-methods design involving 400 community-dwelling older adults, to demonstrate that interprofessional collaboration significantly improved care quality and patient satisfaction. It emphasized the role of structured communication channels and clearly defined roles within healthcare teams.

In related study by Choi *et al.* (2021) a quasi-experimental study was used to evaluate health information service delivery model for elderly populations. Results indicated that collaborative



strategies between healthcare providers and information specialists led to improved health literacy scores and reduced hospital readmissions.

Suter *et al.* (2017) used knowledge synthesis to analyse 65 studies. They found that interprofessional collaboration enhanced healthcare efficiency and optimized the use of health human resources.

Together, these studies provide strong empirical backing for the view that collaboration is both a theoretical and practical necessity for effective healthcare delivery. They also demonstrate that well-implemented collaborative frameworks and robust health information systems can produce measurable improvements in patient care and system performance.

Results and discussion

The literature review identified several key findings related to collaboration and health information service delivery in a changing world. The findings are summarized below:

Types of Collaborations Studied: The various types of collaborations studied in healthcare, including interprofessional collaboration, interorganizational collaboration, and patient-centred collaboration. The studies showed that effective collaboration can lead to improved patient outcomes, reduced healthcare costs, and increased healthcare quality.

Benefits of Collaboration and Health Information Service Delivery: The research identified several benefits of collaboration and health information service delivery, including improved communication and information sharing, enhanced patient-centred care, and increased efficiency in healthcare delivery.

Challenges of Collaboration and Health Information Service Delivery: The research also identified several challenges associated with collaboration and health information service delivery, including resistance to change, lack of trust, and communication barriers.

Key Factors that Influence the Effectiveness of Collaboration: The key factors that influence the effectiveness of collaboration in healthcare, including leadership, culture, communication, and technology. Effective collaboration requires strong leadership, a supportive culture, open communication channels, and the effective use of technology.

Collaboration between healthcare providers, researchers, policymakers, and health information service delivery is essential for promoting health equity and addressing disparities in different geographic regions in a changing world. The literature suggests that successful collaboration can lead to better health outcomes, increased efficiency, and cost savings, but collaboration is not without challenges. This section provides an overview of the main themes and trends identified in the literature related to collaboration and health information service delivery in a changing world, discusses the types of collaborations that have been studied, and describes the key factors that influence the effectiveness of collaboration and health information service delivery.

One of the main themes identified in the literature is the importance of collaboration in addressing health disparities. Researchers have found that collaboration among different stakeholders is essential for addressing health disparities and promoting health equity (Dawson-Rose *et al.*, 2019; Kothari *et al.*, 2017). Another theme is the need for effective communication and coordination among collaborators. Researchers have found that effective communication and coordination are essential for successful collaboration (Barnes *et al.*, 2020; Suter *et al.*, 2017).

Types of collaborations that have been studied include interprofessional collaboration, community engagement, and patient engagement. Interprofessional collaboration involves collaboration between healthcare providers from different disciplines (Körner *et al.*, 2016). Community engagement involves collaboration between healthcare providers and community members to promote health equity (Jones *et al.*,



2016). Patient engagement involves collaboration between healthcare providers and patients to improve health outcomes (Coulter and Ellins, 2017).

The benefits of collaboration include improved health outcomes, increased efficiency, and cost savings. Researchers have found that collaboration can lead to improved health outcomes, particularly for underserved populations (Kothari *et al.*, 2017). Collaboration can also lead to increased efficiency and cost savings by reducing duplication of services and improving care coordination (Barnes *et al.*, 2020).

Conversely, collaboration is not without challenges. Some of the challenges identified in the literature include differences in values and goals among collaborators, power imbalances, and difficulties in maintaining effective communication and coordination (Suter *et al.*, 2017). In addition, the literature suggests that there are key factors that influence the effectiveness of collaboration and health information service delivery, including leadership, organizational culture, and funding mechanisms (Körner *et al.*, 2016).

Despite the importance of collaboration and health information service delivery, there are gaps in the literature. For example, there is a need for more research on the role of technology in collaboration and health information service delivery (Jones *et al.*, 2016). There is also a need for more research on the effectiveness of different types of collaboration and the factors that influence their effectiveness (Suter *et al.*, 2017).

Several studies have highlighted gaps in the literature regarding collaboration and health information service delivery. For instance, Gagnon *et al.* (2016) noted that there is a lack of research on the impact of collaboration on health outcomes in low and middle-income countries. Additionally, Rycroft-Malone *et al.* (2016) highlighted the need for standardized metrics to measure the effectiveness of collaboration and health information service delivery.

The effectiveness of different types of collaborations has also been a topic of debate in the literature. For example, Nembhard and Edmondson (2006) found that horizontal collaborations between peers were more effective, while Pseket *al.* (2015) found that vertical collaborations between different levels of the healthcare system were more effective. In terms of the quality of studies reviewed, some studies had small sample sizes, which limits their generalizability. This was noted by Gagliardi *et al.* (2016) in their systematic review of the effectiveness of collaboration in healthcare.

Additionally, Rycroft-Malone *et al.* (2016) highlighted the lack of randomized controlled trials, which are considered the gold standard for evaluating the effectiveness of interventions. Moreover, the literature has mostly focused on short-term outcomes rather than long-term outcomes. This was highlighted by Dahn *et al.* (2016) in their review of the impact of collaborations on health systems strengthening.

Future research should focus on addressing these gaps and inconsistencies. For instance, there is a need for more research on the impact of collaboration and health information service delivery in low and middle-income countries (Gagnon *et al.*, 2016). Standardized metrics for measuring the effectiveness of collaboration and health information service delivery should also be developed and used in future studies (Rycroft-Malone *et al.*, 2016). Additionally, there is a need for more research on the most effective types of collaborations in different contexts (Nembhard and Edmondson, 2006; Pseket *al.*, 2015) and the long-term sustainability of improvements in healthcare processes and patient outcomes (Dahn *et al.*, 2016).

In a nutshell, addressing the gaps and inconsistencies in the literature is critical for improving collaboration and health information service delivery in a changing world. The literature review revealed that collaboration and health information service delivery play a crucial role in promoting health equity and addressing disparities in different geographic regions in a



changing world. The review identified different types of collaborations, including horizontal and vertical collaborations, as well as the benefits and challenges associated with each type. The key factors that influence the effectiveness of collaboration and health information service delivery were also discussed, including communication, trust, leadership, and cultural competency.

The review identified gaps in the literature, including the lack of research on the impact of collaboration on health outcomes in low and middle-income countries, the need for standardized metrics for measuring the effectiveness of collaboration and health information service delivery, and the inconsistency in the literature regarding the most effective types of collaborations.

The findings have significant implications for practice and policy. Healthcare providers, researchers, and policymakers need to collaborate to improve health outcomes, promote health equity, and address disparities. Standardized metrics for measuring the effectiveness of collaboration and health information service delivery should be developed and used in future studies. More research is needed to identify the most effective types of collaborations in different contexts and evaluate the long-term sustainability of improvements in healthcare processes and patient outcomes.

Recommendations:

It is recommended to establish standardised metrics for measuring the effectiveness of collaboration, alongside encouraging the use of technology-driven platforms to improve information exchange. Capacity-building programmes should be promoted to strengthen interprofessional teamwork among healthcare professionals. Furthermore, research in low- and middle-income countries should be expanded to address and reduce health disparities. Finally, policies and incentives that support collaborative practices in healthcare ought to be developed and implemented.

Conclusion:

In conclusion, collaboration and health information service delivery are essential for promoting health equity and addressing disparities in different geographic regions in a changing world. The findings of the literature review highlight the need for collaboration among healthcare providers, researchers, and policymakers and the importance of developing standardized metrics for measuring the effectiveness of collaboration and health information service delivery. Further research is needed to address gaps in the literature and to identify effective strategies for improving collaboration and health information service delivery.

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