



EHMA 2024

Shaping and managing
innovative health ecosystems

PROFESSIONAL RELATIONSHIPS IN THE CONTEXT OF COMMUNITY HEALTH CENTERS: A SYSTEMATIC REVIEW

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Summary

- Research context
- Methods
- Results
- Discussion and conclusion

Research context

Interpersonal relationships among professionals in a Community Health Center

- Key pillar in order to deliver high-quality services and to respond patients' needs and expectations.
- It becomes very important to monitor the relationships between healthcare professionals and the way in which behaviours, practices and routines are put into practice within CHC.
- Despite the relevance of the topic, there have been few studies that have specifically examined the critical issues in the relationships that are created between professionals within CHC.

Methods 1/2

Systematic literature review

- **Goal:** to identify the types of interactions that currently exist among workers and the degree of knowledge on this topic.
- Adhering to the Preferred Reporting Items for Systematic Reviews and Meta-Analyses (**PRISMA) Checklist** guided our approach.
- **3 reference blocks:** Population, Intervention and Outcome , a well-recognized methodology for formulating review questions

Methods 2/2

Systematic literature review

- **Central query:** *"What types of interactions, relationships, and social networks are observed among healthcare workers within community health centers?"*
- **!Information researched on 3 databases:** (1) PubMed, (2) Scopus, (3) Web of Science.
- *Research was conducted from October 2023 to December 2023.*

Results 1/3

- Identified articles were input into the Rayyan software (<https://www.rayyan.ai/>), and a multi-phase screening process was applied.
- Articles lacking sufficient information in the title and abstract for determining relevance underwent a final screening via full-text review.
- Two independent reviewers, worked in a double-blind manner.
- For each eligible article, we extracted the relevant information, including the first author, the journal of publication, the year of publication, the type of interactions

Results 2/3

- The total number of identified articles was 606 (PubMed (n = 409), Scopus (n = 164), Web of Science (n = 33)). The total number of included articles after all screening steps is **58**.
- **Geographical distribution** of the included articles: Europe (14%), USA (43%), North America (10%), Asia (19%), Africa (10%), Australia-Oceania (4%)
- **Type of the included studies:** 23 articles (40%) quantitative studies, 21 articles (36%) qualitative studies and 14 articles (24%) quali-quantitative studies

Results 3/3

Based on our analysis, we identified at least 6 different literature streams:

- *Internal interactions between professionals inside Community Health Centres*
- *Interactions between professionals and internal administration Community Health Centres*
- *Interactions between professionals inside and outside the Community Health Centres*
- *Relationship between professionals and patients*
- *Increased communication as a result of reorganizational processes*
- *Work environment impact on professional relations*

Discussion and conclusion

- Despite evidences demonstrated the key role of healthcare professionals relations, for example in adopting innovation or new work practices, Our systematic review confirmed that the topic of the relationship in the context of CHC is still largely unexplored.
- In this sense, we discovered that only in one paper **Social Network Analysis (SNA)** is applied, thus this review aims to serve as a foundation for future research that capitalizes on, and programmatically builds upon, the insights of prior work.
- Our final contribution is to advance an agenda for future research that leverages the confluent ideas at the intersection of leadership in and as networks.



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Thank you

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