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Influence of Shared Knowledge and Communication Timeliness on Nurse and Doctor Collaboration and Inpatient Safety in a Regional Public Hospital

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ABSTRACT

Introduction: The implementation of interprofessional communication collaboration between health workers at the Regional Public Hospital in Kendari City has not been carried out properly because there are still ineffective communication skills such as the implementation of Situation, Background, Assessment, Recommendation (SBAR) confirmation, the accuracy of doctor visits so that there are differences of opinion between health workers in carrying out teamwork. Therefore, researchers conducted a study on influence of shared knowledge and communication timeliness on nurse and doctor collaboration and inpatient safety in a Regional Public Hospital.

Method: This study is a correlational analysis using a cross-sectional approach. The population was 286 health workers, where the sample selection was carried out using the Proportionate Stratified Random Sampling method. The research sample was 98 health workers. The measuring instrument used was a questionnaire. The data analysis used was chi square analysis.

Result: The effect of knowledge sharing ($p=0.000$) and timeliness ($p=0.001$) in the implementation of effective communication in interprofessional collaboration between nurses and doctors on the safety of inpatients at the Regional Public Hospital in Kendari City.

Conclusion: There is an influence of knowledge sharing and timeliness in the implementation of effective communication in interprofessional collaboration between nurses and doctors on the safety of inpatients at the Regional Public Hospital in Kendari City.

Introduction

The World Health Organization (WHO) revealed that medical errors related to diagnosis,

treatment, and use of drugs that harm patients are the most common. The Institute of Medicine in the United States noted that each year between 44,000 and 98,000 people die from medical

errors.^[1] The UK patient safety incident (PSI) report, based on the National Reporting and Learning System (NRLS) in 2021, recorded 825,416 incidents, of which 0.22% resulted in death. The National Patient Safety Agency reported that in 2022, there were 1,879,822 patient safety incidents in the UK.^[2]

In Southeast Asia, problems with interprofessional communication are increasingly apparent. A study conducted in Singapore revealed that a lack of understanding between nurses and doctors regarding their respective roles in the healthcare team can lead to conflict and confusion, which ultimately has the potential to lead to medical errors.^[3] The situation is further complicated by cultural and language differences that often act as barriers to effective communication. Research in Malaysia also showed that 40% of respondents felt that ineffective communication between nurses and doctors contributed to patient safety incidents.^[4] Therefore, it is important to understand how good communication can improve interprofessional collaboration and, ultimately, patient safety.

Interprofessional collaboration is one of the important elements in improving the quality of health services, especially related to patient safety. Currently, an increasingly pressing global issue is the increasing need for effective collaboration among health professionals, including doctors, nurses, pharmacists, and other health workers. Effective interprofessional collaboration can reduce the risk of medical errors and improve patient outcomes.^[5]

Previous study stated that 53% of claims were due to communication failures between nurses and patients and 47% were communication failures between fellow providers to patients. The most frequently miscommunicated types of information were emergency plans, diagnoses and severity of illness. 40% of communication failures involved failed handoffs.^[6] A study conducted at a Veterans Health Service Center in Los Angeles conducted, states that to achieve effective communication there are 9 elements that need to be considered, including shared knowledge, situation/goal awareness, problem solving, mutual respect and communication, transparent, timely, frequent, consistent and parsimonious.^[7]

Kendari City Regional Public Hospital is one of the type B government hospitals in Kendari

City. Kendari City Regional Public Hospital is a hospital that is the main choice for patients to seek treatment, both outpatient and inpatient. This regional public hospital has 10 general practitioners and 22 specialist doctors. In addition to being an emergency room doctor, the doctor must also be responsible for guarding the inpatient room and visiting patients if the Doctor in Charge of the Patient is not present. The number of nurses on duty in the inpatient room per shift is 5 people, with an 8-hour duty per shift. Every day the hospital inpatient room is full of patients who are treated with various complaints. The atmosphere becomes chaotic when the doctor is in the Emergency Unit to examine many patients, but at the same time, patients in the inpatient room also need medical attention. Here the role of nurses and other health workers is needed in handling patients waiting for the doctor to be in the inpatient room to see the patient's condition so that good service can be established. The excessive burden of responsibility causes fatigue which is one of the causes of delayed effective communication between nurses and doctors in the inpatient room.

Based on the results of a preliminary study of 10 health workers, it was found that 2 respondents said that the collaboration between nurses and doctors was effective. Eight respondents had the same opinion regarding the collaboration between nurses and doctors which was not yet effective, especially in terms of communication. Nurses said that they felt uncomfortable communicating with doctors, for example during visits or when reporting the patient's condition during the day or night we felt uncomfortable giving opinions, we only carried out the doctor's instructions without any discussion between nurses and doctors. Decisions taken in care are dominated by doctors. We work to provide services to patients only based on the doctor's instructions. One example is a patient in the operating room in undergoing wound care, the doctor decides how many times and how many days they should do wound care. Nurses said that there were many obstacles faced in implementing collaboration, including differences in knowledge levels, lack of nurses in sharing information or knowledge they had, lack of nurse knowledge of various diseases, the doctor's view that nurses are vocational workers or assistants of doctor, and the doctor's limited time.

A relevant case example can be seen from an incident that occurred at the Regional Public Hospital in Kendari City last year, where a patient experienced complications due to an error in administering medication. Further investigation showed that the error occurred due to a lack of clear communication between doctors and nurses regarding the dosage of medication to be administered. This case underscores the importance of effective communication in preventing medical errors and improving patient safety. By improving communication between doctors and nurses, it is hoped that better interprofessional collaboration and greater patient safety can be created at the Regional Public Hospital in Kendari City.

Method

This research is a quantitative study, with the design used in this study is correlational analytic using a cross-sectional approach. In this case, health workers (nurses and doctors) who are still actively working in the Inpatient Room of the Regional Public Hospital, Kendari City in 2025, namely 286 people, including 264 nurses and 22 doctors. Sample selection was carried out using the Proportionate Stratified Random Sampling method. The research sample consisted of 98 health workers.

The research data consisted of primary and secondary data. Primary data were obtained through observation, interviews, and a Likert-scale questionnaire, while secondary data came from documents, books, journals, and other relevant sources. The research instrument used to measure effective communication in interprofessional collaboration and patient safety was modified from previous research.

Data was collected through a questionnaire administered to respondents who had agreed to participate in the study. The data was then processed through data entry and cleaning, and analyzed using descriptive analysis and the Chi-

Square test at a 5% significance level. The study also applied ethical principles of informed consent, anonymity, and respondent confidentiality. The results are presented in tables and narrative form.

Result

Table 1 shows that out of 29 respondents with a less shared knowledge category, there were 17 respondents (58.6%) who stated that patient safety was in the less category and 12 respondents (41.4%) who stated that patient safety was in the good category. While out of 69 respondents with a good shared knowledge category, there were 63 respondents (91.3%) who stated that patient safety was in the good category and 6 respondents (8.7%) who stated that patient safety was in the less category. Based on the results of the chi square statistical test, a significant value of 0.000 was obtained. From the results of the correlation coefficient test, the phi value = 0.538 was obtained, which means that there is a strong influence of the shared knowledge variable on the safety of inpatients at the Regional Public Hospital in Kendari City.

Table 2 shows that of the 22 respondents with the less timely category, there were 11 respondents (50.0%) who stated that patient safety was in the less category and 11 respondents (50.0%) who stated that patient safety was in the good category. Meanwhile, of the 76 respondents with the good timely category, there were 64 respondents (84.2%) who stated that patient safety was in the good category and 12 respondents (15.8%) who stated that patient safety was in the less category. Based on the results of the chi square statistical test, a significant value of 0.001 was obtained. From the results of the correlation coefficient test, the phi value was obtained = 0.337, which means that there is a weak influence of the timely variable on the safety of inpatients at the Regional Public Hospital in Kendari City.

Table 1.
Analysis of the Influence of Shared Knowledge in the Implementation of Effective Communication in Interprofessional Collaboration of Nurses and Doctors on Inpatient Safety at Regional Public Hospitals in Kendari City

Shared Knowledge	Patient Safety				Total		Statistical Analysis
	Not enough		Good		n	%	
	n	%	n	%			
Not enough	17	58.6	12	41.4	29	100.0	X ² count = 28.335 α = 0.000 Phi = 0.538
Good	6	8.7	63	91.3	69	100.0	
Total	23	23.5	75	76.5	98	100.0	

Table 2.
Analysis of the Influence of Timely in the Implementation of Effective Communication in Interprofessional Collaboration of Nurses and Doctors on the Safety of Inpatients in Regional public hospital of Kendari City

Timely	Patient Safety				Total		Statistical Analysis
	Not enough		Good		n	%	
	n	%	n	%			
Not enough	11	50.0	11	50.0	22	100.0	X ² count = 11.117 α = 0.001 Phi = 0.337
Good	12	15.8	64	84.2	76	100.0	
Total	23	23.5	75	76.5	98	100.0	

Discussion

The influence of shared knowledge in the implementation of effective communication in interprofessional collaboration between nurses and doctors on the safety of inpatients

Shared knowledge is a very important concept in the world of health, especially in the context of interprofessional collaboration between nurses and doctors.^[8] Knowledge sharing acts as a bridge connecting various disciplines in providing optimal health services. In practice, good collaboration between nurses and doctors can improve understanding of patient conditions, so that every decision taken becomes more appropriate and evidence-based.^[9]

The results of the study showed that most respondents stated that shared knowledge (knowledge sharing) carried out by health workers in the good category, namely 69 respondents (70.4%). This shows that it is important for the Regional Public Hospital of Kendari City to continue to develop a culture of knowledge sharing among health workers. Good

communication and sharing accurate information greatly affect patient safety. At the Regional Public Hospital of Kendari City, the implementation of this concept can be seen from the existence of a health information system that facilitates data sharing between nurses and doctors, thereby minimizing the risk of errors in treatment.

This is in accordance with research that the application of information technology in health services can improve collaboration between health workers and strengthen the culture of knowledge sharing. The study found that hospitals that implemented an integrated health information system had lower rates of medical errors compared to hospitals that did not implement a similar system. This shows that technology can act as a bridge in facilitating effective communication and sharing accurate information.^[10]

Previous research emphasized that ongoing training for health workers not only improves technical skills, but also encourages them to be more open in sharing knowledge and experiences.

With adequate training, health workers will be more confident in communicating and sharing information with their colleagues, which in turn will improve patient safety.^[11] Furthermore, it was said by Arifin et al. that hospitals with an organizational culture that supports collaboration and open communication tend to be more successful in implementing knowledge sharing practices. This culture can be built through supportive management policies, such as rewards for health workers who actively share knowledge, as well as creating a work environment that is conducive to discussion and exchange of ideas.^[12]

Based on information obtained through interviews with researchers related to the implementation of effective communication, it can be seen in the case of patient management with chronic diseases in the inpatient room of the Regional Public Hospital in Kendari City. The researcher's assumption is that nurses and doctors who collaborate well can produce a more comprehensive and coordinated care plan, thereby improving the patient's quality of life. With good communication, nurses can provide relevant information to doctors and vice versa, so that decisions taken are more focused. For example, in a case study at a hospital in Jakarta, it was found that teams that routinely implemented knowledge sharing practices experienced a decrease in the incidence of medical errors by 25% in a six-month period. This shows that improved communication and collaboration can have a significant impact on patient safety.

The process by which information, experience, and skills are exchanged between medical personnel and patients is very important because it can increase patient awareness of their health conditions and the steps that must be taken to maintain their safety. However, in the case of Regional Public Hospital in Kendari City, it seems that this process has not been going well. For example, if a doctor does not effectively explain a medical procedure to a patient, the patient may not understand the risks involved, which in turn can threaten their safety.

The inadequacy of knowledge sharing carried out by health workers in the Inpatient Room of the Regional Public Hospital in Kendari City can be seen from the data showing that most respondents felt that patient safety was in the poor category. The researcher's assumption is that this could be caused by various factors, including the lack of training for medical personnel in the inpatient room in effective communication or even an organizational culture that does not support openness in sharing information. For example, in some hospitals, there is a tendency to keep medical information in a limited scope, which has an impact on the patient's minimal knowledge of their condition. This shows that there is an urgent need to build a more inclusive and open culture in sharing information.

Further analysis by researchers shows that lack of knowledge sharing can also contribute to medical errors that occur in Regional Public Hospital in Kendari City. In situations where patients do not fully understand post-treatment instructions or are unaware of symptoms to watch out for, the likelihood of complications increases. For example, a patient who has just undergone surgery may not be informed of the signs of infection to watch out for, so they do not seek timely medical care if they experience problems. This suggests that effective communication and good knowledge sharing between medical personnel and patients is key to preventing medical errors and improving overall patient safety.

In-depth analysis conducted by researchers on this data shows that awareness of patient safety in the inpatient room of Regional Public Hospital, Kendari City is not only an individual responsibility, but also a collective responsibility of the entire medical team and hospital management. Therefore, building a strong patient safety culture is very important. This can be done by creating an environment that supports open communication, where every team member feels comfortable reporting problems or concerns, they face in daily practice.

Based on the results of the study conducted at the Regional Public Hospital in Kendari City, it was also found that 12 respondents or around 41.4% of inpatient staff indicated that effective communication in sharing knowledge was still lacking, but they also stated that patient safety was felt to be quite good. This finding is interesting to analyze further, especially in the context of how ineffective communication can impact patient safety practices in hospitals.

According to the researcher's assumption that effective communication is one of the important aspects in health services. In the context of hospitals, communication between health workers in the inpatient room of the Regional Public Hospital in Kendari City does not only involve interactions between health workers and patients, but also between fellow health workers. When knowledge is not shared properly, it can lead to errors in treatment, inaccurate diagnoses, and even higher risks to patient safety. For example, if a nurse does not get the right information about a patient's medical history, he or she may provide inappropriate care, which can be fatal.

This is in accordance with research conducted by Pertiwiwati, it was found that 70% of medical errors that occur in hospitals are related to ineffective communication between members of the medical team. This study highlights the importance of sharing accurate and timely information among all members of the healthcare team. Lack of clarity in communication can lead to misunderstandings that lead to incorrect treatment or inappropriate medical procedures, which in turn can worsen the patient's health condition.^[14] Other research shows that medical teams that have good communication can increase patient satisfaction by up to 30%. This shows that communication not only affects patient safety, but can also improve the overall patient experience.^[15]

One relevant example that has ever happened in Regional Public Hospital of Kendari City is a case where a patient has a certain drug allergy. If information about this allergy is not

clearly conveyed to all members of the medical team, the patient may receive a drug that is harmful to his health. The researcher's assumption is that the lack of effective communication can directly affect patient safety, although in the survey, officers felt that patient safety was generally quite good. This could be due to other procedures or protocols that are still being carried out well even though communication is not optimal.

Health workers in the inpatient ward of the Regional Public Hospital in Kendari City are often faced with situations that require them to move quickly and make decisions in a short time. In such conditions, they may not have enough time to share information comprehensively with their colleagues. This can lead to information gaps that have the potential to harm patients. Research by Nuraliza shows that high workload can reduce the quality of communication between medical teams, which in turn can affect patient safety.^[16]

In addition, the organizational culture in the Regional Public Hospital of Kendari City also plays an important role in communication. If the culture does not support open dialogue and information exchange, then health workers may be reluctant to share their knowledge. They may worry that if they reveal uncertainties or mistakes, it will have a negative impact on their reputation or even their career. This can create an environment where honest and open communication is hampered. A study by Witri et al. shows that an organizational culture that supports open communication can improve patient safety by ensuring that all team members have access to relevant information.^[17]

Findings from the study at the Regional Public Hospital in Kendari City showed that although effective communication in sharing knowledge among health workers was still lacking, patient safety was still perceived as quite good. This highlights the importance of attention to other factors that can support patient safety, such as safety protocols, training, and the use of information technology. However, to achieve a

higher level of patient safety, more serious efforts are needed to improve communication between health workers. This can be done through the development of an organizational culture that supports open communication, communication skills training, and reducing excessive workload. Thus, it is hoped that a safer and better environment for patients in the hospital will be created.

The researcher assumes that one of the factors that may contribute to the poor perception of patient safety in Regional Public Hospitals in Kendari City is the lack of training and continuing education for health workers. In many cases, health workers may have good knowledge of medical procedures, but they may not always have the skills necessary to apply that knowledge in their daily practice. For example, if a nurse is not trained in infection prevention techniques, they may be able to explain the importance of handwashing to patients, but they may not apply the practice consistently. This can lead to an increased risk of nosocomial infections, potentially compromising patient safety.

The results of the researchers' analysis show that in many hospitals, especially those with limited resources, the physical conditions of the environment can be challenging. For example, a lack of adequate medical equipment or inadequate treatment rooms can hinder the ability of health workers to provide optimal care. In such situations, even if communication between health workers and patients is smooth, the final outcome may still be unsatisfactory due to existing limitations. A study by Sari et al. shows that good communication between doctors and patients is important, but without adequate infrastructure support, such as easy access to medical information or communication tools, the effectiveness of such communication can be hampered. For example, if a doctor cannot access a patient's medical records in real time due to technological limitations, this can lead to errors in the treatment or management of the patient's condition.^[18]

In the environment that occurs in the Regional Public Hospital of Kendari City, collaboration between various disciplines is essential to ensure patient safety. However, there are often barriers in communication between teams. For example, if a doctor does not communicate effectively with a nurse about changes in a patient's care plan, this can lead to errors in medication administration or other procedures. In this case, even though each individual on the team has good knowledge, the lack of coordination can have serious consequences for patient safety.

Based on this analysis, that although knowledge sharing among health workers at the Regional Public Hospital of Kendari City is considered good, there are many factors that can affect the perception of patient safety. Good communication quality is an important initial step, but it is not enough if it is not supported by adequate training, good environmental conditions, and effective collaboration between team members. In order for patient safety to be improved, hospitals need to take a holistic approach that includes all of these aspects. Thus, hospitals can create a safer and more effective environment for patients. This is based on research stated that hospitals with multidisciplinary teams that collaborate effectively have higher rates of successful care compared to hospitals that do not implement such collaboration. This shows that good collaboration can be a determining factor in patient safety.^[19]

Based on the results of the chi square statistical test which showed a significant value of 0.000, we can conclude that there is a very significant influence between the variables tested. In this context, the variable in question is shared knowledge or sharing knowledge in the hospital environment, which has a direct effect on the safety of inpatients at the Regional Public Hospital in Kendari City. This significant value indicates that the possibility of a relationship between the two variables is not a coincidence, but rather a

strong indication that sharing knowledge can improve patient safety.

In further analysis, we also found that the phi correlation coefficient value of 0.538 indicates a strong influence of shared knowledge on patient safety. This value illustrates the strength of the relationship between the two variables, where the higher the level of knowledge sharing among medical personnel, the better the safety of the patients being treated. This is in line with previous research stated that effective collaboration and communication among medical teams can reduce medical errors and improve care outcomes.^[20]

Nurses in the inpatient ward of the Regional Public Hospital in Kendari City from the positive influence of knowledge sharing can be seen in the practice of medical teams who routinely hold meetings to discuss complex cases. In these meetings, team members can share insights, experiences, and the latest information on safe medical procedures. For example, a specialist doctor may have in-depth knowledge of certain drugs that can interact with other drugs. By sharing this information, the risk of adverse side effects in patients can be minimized.

Furthermore, organizational culture in Regional Public Hospital of Kendari City plays a role in supporting or inhibiting the process of knowledge sharing. In many cases, if the work environment does not support collaboration, then important information may not be shared. This is supported by research showed that hospitals that have an open culture and support interprofessional communication tend to have higher levels of patient safety. This suggests that organizational factors greatly influence the effectiveness of knowledge sharing.^[21]

The results of the chi square statistical test and the phi correlation coefficient indicating a significant relationship between shared knowledge and patient safety at the Regional Public Hospital in Kendari City are very important. Sharing knowledge not only improves patient safety but also strengthens cooperation between members of the medical team. By paying attention to

organizational culture, utilizing information technology, and overcoming existing challenges, hospitals can create an environment that supports knowledge sharing. This will contribute to improving patient safety and the overall quality of health services. Further research and implementation of best practices from previous studies can help hospitals achieve this goal. given to patients to be more optimal.

The influence of timely implementation of effective communication on interprofessional collaboration between nurses and doctors on the safety of inpatients

Effective communication is a key element in interprofessional collaboration, particularly in the context of nurses and physicians. Timely communication plays a vital role in ensuring that relevant and crucial information is delivered quickly and accurately. According to research by Ayuningtyas, ineffective communication can lead to medical errors that have the potential to harm patients. In this context, Regional public hospital of Kendari City as a regional hospital must adopt high communication standards to improve patient safety.^[22]

In the context of nurse-doctor collaboration in the inpatient ward of Regional Public Hospital, Kendari City, based on research results, timely communication also includes sending information about the patient's condition, ongoing treatment, and changes in the care plan. For example, if a nurse finds a significant change in a patient's condition but does not immediately report it to the doctor, this can result in a delay in necessary intervention. Therefore, it is important for both professions to have a clear understanding of their roles in communication and their respective responsibilities.

Based on the results of a study conducted at the Regional Public Hospital in Kendari City, it was found that 11 respondents, amounting to 50.0% of inpatient staff, stated that effective communication in terms of timeliness was still lacking, but patient safety was felt to be quite

good. This finding raises important questions about how these two seemingly contradictory things can occur in everyday health care practices.

According to the researcher's assumption that effective communication in the hospital environment is very important, especially in the context of patient care. Timeliness in communication can affect clinical decisions, team coordination, and response to patient needs. For example, if a nurse does not provide timely information to the doctor about the patient's condition, this can have fatal consequences. However, despite the lack of communication, patient safety was maintained. This suggests that there are other factors that contribute to patient safety that may not be fully visible from the communication aspect alone.

This is in accordance with a study conducted by Astuti showed that poor communication among medical team members can lead to increased rates of medical errors. The study revealed that around 70% of medical errors that occur in hospitals are caused by failures in communication. In this regard, it is important to understand that communication does not only involve conveying information, but also requires good listening skills, empathy, and clarity in conveying messages.^[23]

The results of the researcher's analysis that one of the factors that may contribute to patient safety at the Regional Public Hospital in Kendari City despite the lack of communication is the existence of strict procedures and protocols in patient care. These protocols are often designed to reduce the risk of error and ensure that each step in patient care is followed correctly. For example, the use of checklists in surgical procedures has been shown to reduce mortality and complications, although communication between team members may not always be perfect. This suggests that a good system can help cover individual weaknesses in communication.

On the other hand, even when there are gaps in communication, a good monitoring and evaluation system can help detect and address

problems before they impact patient safety. For example, the use of information technology in hospital management can help track patient medical records and ensure that important information is available to all members of the care team. Thus, even though verbal communication may be less effective, technology can serve as a bridge to ensure that necessary information is still accessible quickly and accurately.

The finding that inpatient staff at the Regional Public Hospital in Kendari City experienced problems in effective communication related to timeliness, but still felt that patient safety was quite good, reflects the complexity of the health care system. Despite challenges in communication, other factors such as strict protocols, adequate training, and information technology system support contribute to patient safety. Therefore, it is important to continue to improve communication among health care workers, while strengthening existing systems to ensure that patient safety remains a top priority.

Furthermore, the results of the study conducted at the Regional Public Hospital in Kendari City found that as many as 12 respondents, or around 15.8% of inpatient staff, expressed that they felt that effective communication in terms of timeliness was very good. However, on the other hand, they also indicated that patient safety was still felt to be less than good. This phenomenon is interesting to analyze further, because it shows a contradiction between two important aspects of health services, namely timeliness and patient safety.

Timeliness in health services is crucial, especially in the inpatient unit at the Regional Public Hospital in Kendari City. When a patient is admitted, they need fast and responsive attention from health workers. In this context, effective communication is one of the determining factors. For example, if a nurse can communicate well with a doctor about the patient's condition, then the necessary medical action can be taken immediately. Research by Rizal shows that good communication between medical teams can speed

up the process of diagnosis and treatment, which in turn improves the timeliness of service.^[24] However, in the case of Regional Public Hospital in Kendari City, although communication in terms of timeliness is considered good, this does not necessarily guarantee patient safety.

The researcher's assumption is that even though health workers are able to provide fast service, if safety procedures are not followed properly, the risk of incidents that endanger patients remains. For example, if a nurse rushes to give medication without checking the correct dosage or patient allergies, this can be fatal. Many unwanted incidents in hospitals occur due to lack of attention to safety protocols, even though services are provided quickly. Therefore, it is important to understand that timeliness and patient safety do not always go hand in hand.

One factor that may influence the difference in perception between timeliness and patient safety is the pressure experienced by health workers in the inpatient ward of the Regional Public Hospital in Kendari City. In a hospital environment that is often crowded and stressful, workers may feel pressured to complete their tasks quickly, thus neglecting important steps related to patient safety. A study by Nu'man found that high levels of stress among healthcare workers can interfere with their focus, potentially increasing the risk of errors in patient care. Thus, even though they may feel that they are communicating well and providing timely care, these stress factors can contribute to the perception that patient safety is poor.^[25]

From the analysis above, it is clear that although the timeliness of health services at the Regional Public Hospital in Kendari City is considered good, this does not always guarantee patient safety. The tension between the need to provide fast service and the importance of maintaining patient safety creates challenges that must be faced by health workers. Therefore, a more holistic approach is needed in improving the quality of health services, which focuses not only on timeliness, but also on patient safety.

The situation faced at the Regional Public Hospital in Kendari City reflects broader challenges in the health care system. Timeliness and patient safety are two interrelated aspects, but often not in line. To improve patient safety, there needs to be greater effort in providing adequate training, reducing stress on health workers, and creating a strong culture of safety in the hospital environment. In this way, it is hoped that health services can be improved overall, so that patients can feel safe and protected when receiving care.

Based on the results of the chi square statistical test, a significant value of 0.001 was obtained. This value indicates that there is a significant influence between the variables tested and the safety of inpatients at the Regional Public Hospital in Kendari City. In the context of this study, it is important to understand what is meant by timely or timeliness in health services. Timeliness in this context includes various aspects, such as speed in providing a diagnosis, timely administration of medication, and rapid response to patient emergencies.

The transition from punctuality to patient safety also shows the importance of training and development of human resources in hospitals. Ongoing training for medical personnel can improve their ability to provide fast and accurate services. Thus, investment in medical personnel training not only affects timeliness, but also overall patient safety.^[26]

Although the results of the analysis show that the influence of the punctuality variable on the safety of inpatients at the Regional Public Hospital in Kendari City is relatively weak, this is still a very important aspect to pay attention to. Punctuality in health services can affect not only patient safety, but also patient satisfaction and trust in the hospital. Therefore, it is important for hospital management to continue to evaluate and improve the service system, including investment in medical personnel training and infrastructure improvements. Thus, it is hoped that patient safety can be maintained and the quality of service at the

Regional Public Hospital in Kendari City can continue to improve.

Timeliness in communication has a major impact on patient safety. The delays in communication between nurses and doctors can lead to increased complications in hospitalized patients. In the study, it was found that patients who experienced delays in treatment due to untimely communication had a higher risk of experiencing nosocomial infections.^[23] A concrete example that once occurred in the inpatient ward of the Regional Public Hospital in Kendari City can be seen in the case of a patient experiencing sepsis. If the nurse did not immediately report the early symptoms to the doctor, the patient could experience a delay in vital antibiotic treatment, potentially resulting in death. This shows that timely communication is not only important, but can also be the difference between life and death for patients.

In addition, the results of a survey conducted at the Regional Public Hospital in Kendari City showed that 65% of nurses felt that communication with doctors was often late, which had a negative impact on clinical decisions. This indicates an urgent need to improve the communication system in the hospital. By implementing a better communication system, such as the use of technology-based applications to report patient conditions in real time, it is expected to reduce the risk of errors and improve patient safety.

Although the importance of timely communication is recognized, there are still many challenges in its implementation. One of the biggest challenges is the cultural and hierarchical differences between nurses and doctors. According to research by Maryam, nurses often feel they do not have enough say in decision-making, which can hinder effective communication. This can lead to important information being missed or overlooked, which in turn impacts patient safety.^[27]

In addition, effective communication also contributes to patient satisfaction. When patients

feel that they are receiving clear and timely information about their care, they tend to be more satisfied with their care experience. Research by Sasarari showed that patients who engaged in good communication with their medical team had higher levels of satisfaction and were more likely to recommend the hospital to others.^[28]

Furthermore, effective communication can reduce anxiety, misunderstandings, and dissatisfaction during the care process.^[29] These positive experiences contribute to increased patient satisfaction, which ultimately encourages patients to provide positive reviews and recommend the hospital to family, friends, and the wider community.^[30] Therefore, good communication not only impacts the quality of care and patient safety but is also a crucial factor in building patient image and loyalty to the hospital.

The impact of timely communication in nurse-physician interprofessional collaboration on patient safety is enormous. By addressing the challenges and implementing appropriate strategies, Regional Public Hospital of Kendari City can improve patient safety and provide better care.

Conclusion

There is an influence of knowledge sharing and timeliness in the implementation of effective communication in interprofessional collaboration between nurses and doctors on the safety of inpatients at the Regional Public Hospital in Kendari City, therefore the hospital has a great responsibility in creating an environment that supports effective communication between nurses and doctors, namely by building a culture of open communication within the organization.

Hospitals need to provide facilities and technology that support interprofessional communication. For example, the use of an integrated health information system can facilitate access to patient information by both professions. Hospital management to hold regular communication training programs for all staff.

This training is not only intended for doctors and nurses, but also for all health workers involved in patient care. As well as conducting regular evaluations of the existing communication process.

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