



ASSESSING THE IMPACT OF NURSES' ROLE ON PATIENT SATISFACTION IN MULTIDISCIPLINARY TEAM CARE

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ABSTRACT

Introduction: The importance of Multidisciplinary Teams (MDTs) in modern healthcare delivery is growing rapidly. In terms of MDTs, nurses participate actively in administering, managing and communicating the various levels of supportive care to patients fulfilling their needs. As nurses touch the patient, their contributions to MDTs are essential. Patient satisfaction is one of the key indicators of the healthcare system. Hence, these contributions need to be evaluated.

Methodology: A cross-sectional study was conducted to focus on healthcare providers in Karachi, Pakistan. A sample size of 219 was calculated through OpenEpi Software. A convenience sampling technique was used to collect the data by adopting a structured questionnaire. Data analysis was conducted by utilizing SPSS version 26, incorporating descriptive statistics. Ethical approval was taken and informed consent was attained from the participants before data collection.

Results: Out of 219 respondents, majority were females. Most of the study participants agreed that nurses coordinate care, facilitate information flow, and provide advocacy. Overall, 75.8% reported greater satisfaction with nursing care. However, staffing shortage and burnout were cited as challenges.

Conclusion: Within the MDTs framework, nurses are central to patient satisfaction, and are the primary caregivers providing emotional support, communication, and coordination. However, nurse's shortages and high workloads inhibit their productivity. Improved organizational support and equipping nurses with teamwork and leadership training are necessary to improve quality and patient-centered care.

INTRODUCTION

The current health care is more focused on collaboration among professionals from different disciplines working together in a multidisciplinary team (MDT). MDT comprise doctors, nurses, pharmacists, dietitians, and therapists, who collaborate to deliver comprehensive and patient-centred care (Maghsoud et al., 2022). Out of all the care providers, nurses have the ability to impact patient care the most because they spend most of the time at the bedside to provide and coordinate the care, and communicate with the patient and family (Assaye et al., 2021). Patient satisfaction is one of the most important measures of the quality of health care on a global scale. Satisfied patients are more likely to adhere to treatment, utilize health services and have positive treatment outcomes (Shaista et al., 2024). Sadly, patients' dissatisfaction with the quality of care is still a reality. Most notably in interdisciplinary teams due to a poor understanding of the work, and the heavy workload. Studies have shown that 70% of hospitalized patients are dissatisfied, and the primary reason is a lack of communication between health care professionals, and nurses are the most involved in this matter (Gul et al., 2025).

Nursing roles in relation to patient satisfaction are influenced by factors such as empathy, active concern, promptness, and communication effectiveness. On the other hand, overwhelming workloads, poor staffing levels, lack of team training, and other structural issues may impede nurses' efforts to provide appropriate patient-centred care. (Afridi et al., 2024) These issues not only shape the patient's experience, but also add to the nurse's stress, burnout, and attrition issues. (Mushtaq et al., 2024) Therefore, it is important to examine the contribution of nurses' roles to patient satisfaction in the context of multidisciplinary teams. It is

important to understand which nursing actions enhance patient care experience and which actions create barriers to satisfaction in order to strengthen teamwork and enhance healthcare improvement initiatives (Awan et al., 2025). This study aims to examine the correlation between the contributions of nurses and patient satisfaction in multidisciplinary settings.

METHODOLOGY

The impact of nurses' roles on patient satisfaction in multidisciplinary team care has been studied using descriptive cross-sectional surveys. The study was conducted in selected hospitals in Karachi, Pakistan. The target population of this research study was the estimated 500 healthcare professionals directly involved in patient-centred care. Using the OpenEpi software, a sample of 219 participants with a 97% confidence level and a 3% margin of error was calculated, assuming an anticipated frequency of 50 percentages. Participants were recruited using convenience sampling. Registered nurses with at least 6 months of experience and directly involved in multidisciplinary care were included in the study. Before data collection, all the participants showed their willingness to be part of the study. Data was gathered through a structured, pre-validated questionnaire (Laschinger et al., 2005). The included sections were demographic information, nurses' roles in MDTs and patient satisfaction indicators. All participants were informed about the objectives of the study and completed questionnaires voluntarily. Every participant was assured that their identities were kept blind and the voluntary nature of their involvement. The gathered data was used and analyzed through SPSS version 26.

RESULTS

Participant Demographics

More than half of the study participants were between 21–25 years of age

(53.9%), followed by those aged 18–20 years (33.3%), while only 12.8% were 26 years or older. Most respondents were female (71.7%), with males comprising 28.3% of the sample.

In terms of professional experience, 40.2% had 1–3 years of experience, 34.2% had less than one year, and 25.6% had more than three years of experience, as shown in Table 1.

Table 1: Demographic Characteristics of Respondents (n = 219)

Variable	Category	Frequency (f)	Percentage (%)
Age	18–20 years	73	33.3%
	21–25 years	118	53.9%
	26+ years	28	12.8%
Gender	Male	62	28.3%
	Female	157	71.7%
Experience	< 1 year	75	34.2%
	1–3 years	88	40.2%
	> 3 years	56	25.6%

Nurses' Roles in Multidisciplinary Team (MDT) Care

As illustrated in Table 2, most of the participants strongly agreed that nurses coordinate daily patient care, with 80.8% endorsing this role, while 12.8% were neutral and 6.4% disagreed. Similarly, substantial participants, 75.3% strongly agreed that nurses ensure effective communication within

the multidisciplinary team (MDT), 16.4% remained neutral, and 8.2% disagreed. Regarding patient advocacy, 68.9% strongly agreed that nurses advocate for patients' needs, 21.9% neutral, and 9.2% disagreed to the statement. Additionally, 66.2% strongly agreed that nurses improve continuity of care, while 24.7% neutral and 9.1% disagreed.

Table 2: Perceptions of Nurses' Role in MDT Care (n = 219)

Statement	Agree f (%)	Neutral f (%)	Disagree f (%)	Mean ± SD
Nurses coordinate daily patient care	177 (80.8%)	28 (12.8%)	14 (6.4%)	2.74 ± 0.56
Nurses ensure effective communication within MDT	165 (75.3%)	36 (16.4%)	18 (8.2%)	2.67 ± 0.63
Nurses advocate for patients' needs	151 (68.9%)	48 (21.9%)	20 (9.2%)	2.60 ± 0.66
Nurses improve continuity of care	145 (66.2%)	54 (24.7%)	20 (9.1%)	2.57 ± 0.66

Patient Satisfaction Indicators Related to Nurses' Role in MDT Care

The results indicated in Table 3 that a significant number of patients experienced nursing input in MDTs positively. Out of 219

individuals, 166, which is 75.8 percentage of the total sample population, believed that nursing care increased patient satisfaction during the course of receiving treatment and care. Out of this population, 156 (71.2%) believed that the experience of patients improved due to the active participation of nurses in the ward. On the other hand, a small section of the population, which is 45 (20.6%),

indicated dissatisfaction due to the increased workloads and slow response times. On the other hand, a large majority or 158 (72.1%) individuals, appreciated the fact that nurses' emotional support improved patient satisfaction. Lastly, 36 or (16%) were neutral, while 25 (11.5%) disagreed to the statement completely.

Table 3: Patient Satisfaction Indicators Related to Nurses' Role in MDT Care (n = 219)

Statement	Agree f (%)	Neutral f (%)	Disagree f (%)	Mean ± SD
Nursing care improves patient satisfaction	166 (75.8%)	33 (15.1%)	20 (9.1%)	2.67 ± 0.63
Communication by nurses enhances patient experiences	156 (71.2%)	38 (17.4%)	25 (11.4%)	2.60 ± 0.69
Workload/staffing issues reduce satisfaction	45 (20.6%)	62 (28.3%)	112 (51.1%)	1.69 ± 0.80
Emotional support from nurses enhances satisfaction	158 (72.1%)	36 (16.4%)	25 (11.5%)	2.61 ± 0.68

DISCUSSION

The current study examined nurses' roles within multidisciplinary teams (MDTs) and the association of these roles with patient satisfaction. The findings consistently underscore the integral function of nurses in care coordination, interprofessional communication, advocacy, and continuity of care. These dimensions are central to contemporary models of collaborative healthcare delivery and are linked to improved patient experiences.

Role of Nurses in Multidisciplinary Team Care

The overwhelmingly positive perceptions among participants regarding nurses as coordinators of daily patient care and facilitators of effective communication within MDTs reflect an established and evolving body of evidence. Nurses' position

at the interface of patients, families, and healthcare professionals inherently situates them as coordinators of care activities and information transfer, which is critical for collaborative practice (Karam et al., 2021). Recent literature confirms that structured communication, role clarity, and mutual respect within MDTs enhance care coordination, reduce fragmentation, and support shared decision-making (Mastellos et al., 2014). These competencies are particularly salient in environments marked by complex patient needs and frequent transitions in care (Humphries, 2015).

Patient advocacy emerged as another prominent role endorsed by study participants, aligning with contemporary conceptualizations of nursing care. Advocacy reflects nurses' ethical obligation to represent and negotiate patients' needs within the

broader care team. This function is integral to patient-centered collaborative practice and has been associated with enhanced alignment of care goals with patient preferences (Nsiah et al., 2019). The strong agreement regarding continuity of care likewise supports the premise that nurses contribute substantively to longitudinal care processes, especially during handovers and care transitions, which are critical determinants of patient safety and quality outcomes (Engward et al., 2025).

Association with Patient Satisfaction

The association between nurses' MDT involvement and patient satisfaction observed in this study resonates with emerging evidence linking interprofessional collaboration to enhanced patient-reported outcomes. A large proportion of respondents agreed that nursing care improved satisfaction and that nurses' communication enhanced patient experiences. This concurrence aligns with findings from recent studies indicating that robust teamwork, inclusive of nursing contributions, fosters patient perceptions of responsiveness, coherence of care, and personalized support (Baek et al., 2023). Emotional support provided by nurses, endorsed by respondents, further reinforces the psychosocial dimension of quality care, which has been shown to augment patient trust and satisfaction (Bahari et al., 2024).

However, a noteworthy portion of the participants reported dissatisfaction related to workload and response times. While not predominant in this sample, this observation echoes concerns in the literature regarding staffing constraints and their deleterious effects on communication, responsiveness, and overall care quality. Workload stressors may attenuate nurses' capacity to engage fully in collaborative practices and should therefore be addressed at organizational and policy levels (Ferramosca et al., 2023).

Implications for Interprofessional Collaboration

This study's findings reinforce the imperative for healthcare systems to cultivate interprofessional collaboration that fully integrates nursing expertise. Interprofessional collaboration has been recognized as a predictor of both patient satisfaction and safety outcomes, contingent upon shared goals, structured communication processes, and supportive practice environments (Samuriwo, 2022). Effective MDTs optimize the distribution of responsibilities, enhance information continuity, and mitigate preventable errors, contributing to both patient and staff satisfaction (Thana et al., 2025). However, barriers such as hierarchical structures and unclear role boundaries remain challenges that require targeted interventions including interprofessional education and leadership support (Samuriwo, 2022).

Limitations and Future Research

The cross-sectional design of this study precludes causal inferences between nurses' MDT roles and patient satisfaction. Additionally, reliance on self-reported perceptions may introduce social desirability bias. Future research employing longitudinal and mixed-methods designs could elucidate causal pathways and incorporate objective measures of care quality and patient outcomes. Investigations into contextual factors, such as institutional policies and interprofessional education, may also illuminate mechanisms by which MDT functioning impacts satisfaction and safety.

Conclusion

This study demonstrates the pivotal role of nurses in enhancing patient satisfaction within multidisciplinary teams (MDTs) through effective care coordination, advocacy and emotional support. Despite challenges like high workload, inadequate staffing and constrained resources, empowering nurses via professional development, supportive culture, policy inclusion, and integrated education in teamwork and leadership fosters great MDT integration and patient outcomes. Enhancing

the role of nurses in MDTs leads to greater patient satisfaction and more efficient and patient-oriented healthcare.

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