

## **Interview and Interdisciplinary Issue Identification**

Name

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NURS-FPX4005

Prof

June 23, 2025

## Interview Summary

The interview focused on interdisciplinary collaboration challenges at Lake Park Hospital, a busy community hospital serving both city and suburban areas. The interviewee, Jane Thomas, RN, has worked as a charge nurse in the Emergency Department (ED) for over a decade. Jane helps manage patient flow, supports the nursing team, and coordinates care during emergencies. Jane shared a common problem in the ED. There are delays in doing emergency tests, like echocardiograms for heart patients. These delays happen because communication between staff is not clear (Howick et al., 2024). People are not sure who is responsible for what. Because of this, patient care gets delayed. Families also feel confused and upset because they do not get clear updates.

Jane said that the ED staff are hardworking and skilled. But poor communication and unclear roles make care less efficient. She suggested using regular communication routines. These could include daily team huddles and checklists during shift changes. This would help make sure everyone knows their job (Howick et al., 2024). Jane noted that leadership has made some informal attempts to improve workflow, like encouraging experienced staff to take the lead during busy shifts. However, there are no formal team-based solutions in place yet, and past efforts have not resolved the issue. Jane noted that while the team performs well under pressure, the culture lacks strong interdisciplinary collaboration. Staff mainly focus on their own duties, and cross-role teamwork only happens during crises. I used a semi-structured interview format, which allowed Jane to share open and honest answers while staying on topic. I asked questions like, “What communication problems cause delays?” and “How can leaders help departments work better together during busy times?” These helped her give detailed responses. I listened carefully, asked follow-up questions, and took notes to ensure accuracy.