Lehigh Valley Health Network LVHN Scholarly Works

Patient Care Services / Nursing

Translating Research Findings into Practice: An Investigation of Missed Nursing Care.

Tricia Bernecker PhD, MSN, RN, ACNS-BC Lehigh Valley Health Network, tricia s.bernecker@lvhn.org

Mae Ann Pasquale PhD, MSN, RN

Cedar Crest College / Lehigh Valley Health Network, maeann_a.pasquale@lvhn.org

Kathy Baker MPH, RN

Lehigh Valley Health Network, Kathy.Baker@lvhn.org

Carol A. Foltz PhD

Lehigh Valley Health Network, Carol_A.Foltz@lvhn.org

Follow this and additional works at: http://scholarlyworks.lvhn.org/patient-care-services-nursing
Part of the Nursing Commons

Published In/Presented At

Bernecker, T., Pasquale, M., Baker, K., Foltz, C. (2015, April 15). Translating Research Findings into Practice: An Investigation of Missed Nursing Care. Poster presented at the American Organization of Nurse Executives, Phoenix, AZ.

Bernecker, T., Pasquale, M., Baker, K., Foltz, C. (2015, September). Translating Research Findings into Practice: An Investigation of Missed

Nursing Care. Poster presented at: Hospital Research Conference, Philadelphia, PA.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.

Translating Research Findings into Practice: An Investigation of Missed Nursing Care

Lehigh Valley Health Network, Allentown, PA

Based on Kalisch's pivotal research regarding missed nursing care and nursing teamwork, a network-wide investigation of missed care details how findings can be applied to enhance a healthy work environment for nurses while fostering improved patient safety and outcomes.

Healthy Work Environment (HWE)

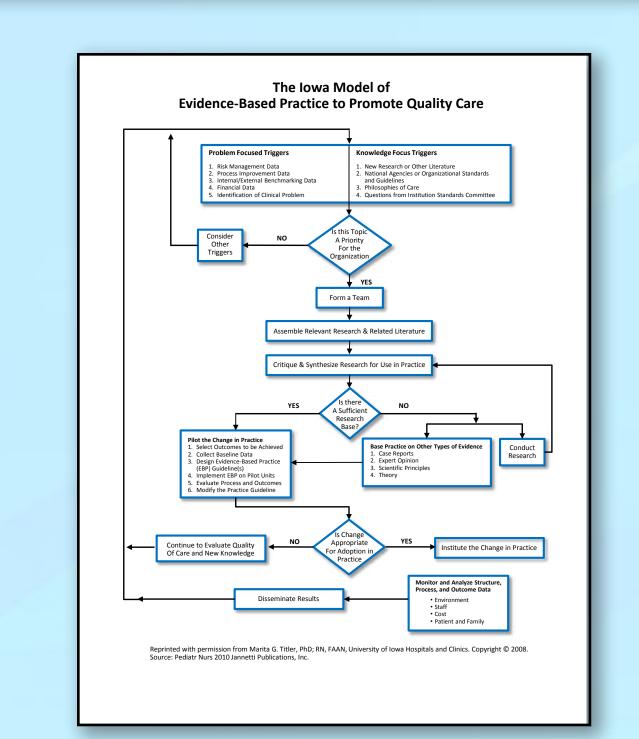
- Professional organizations, state and national coalitions, and third party payers are challenging healthcare leaders to improve the work environment.
- As the largest group of clinicians, promoting a HWE for nurses is critical. Associated outcomes include the overall health of nurses, successful recruitment and retention, and safe, high quality patient care.

(Kramer & Schmalenberg, 2008)

The Impetus...

To understand the complexity of delivering nursing care and explore those aspects that promote a HWE, the CNO of an academic, community Magnet™ hospital prompted nursing research to focus on missed nursing care and teamwork.

- IOWA Model of Evidence-Based Practice
- Two nurse scientists from local universities guided the scientific inquiry



Missed Nursing Care

Failure to complete nursing care can result in adverse outcomes. Identifying factors that predict missed care is essential in reducing its occurrence.

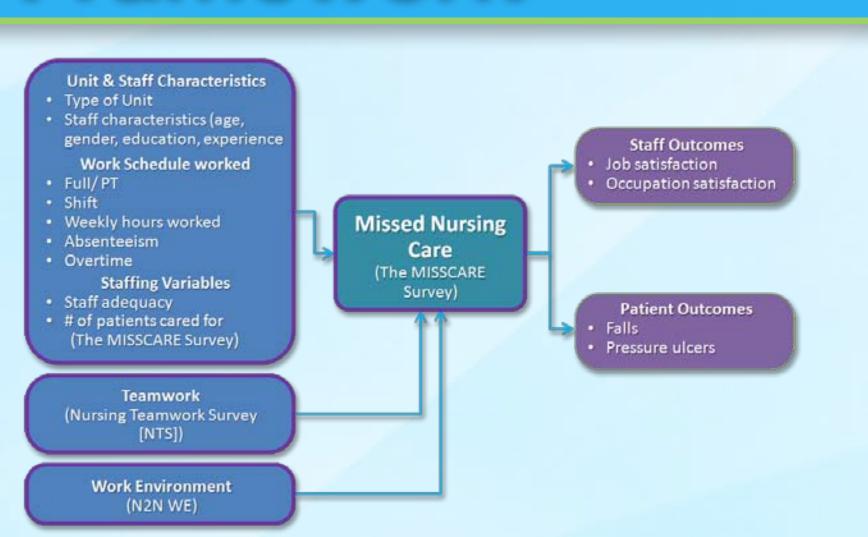
 Missed nursing care is any aspect of required patient care that is omitted (either in part or in whole) or delayed (Kalisch, Landstrom, & Hinshaw, 2009).

Purpose of the Study

- Identify the type and reasons for missed nursing care.
- Identify workplace factors, including perceptions of teamwork and work environment that predict missed nursing care.

Theoretical Framework

 The Missed Nursing Care Model serves as the conceptual framework for this study (Kalisch & Lee, 2010).



Methods

Descriptive, cross-sectional design

- The MISSCARE Survey, Nursing Teamwork Survey, Nurses-to-Nurses (N2N) Work Environment Instrument electronically sent to 1,051 RNs and unlicensed assistive personnel (UAPs) from 21 med/surg units, 2 RN and 2 UAP float pools across 2 sites
- Open-ended questions to identify novel themes regarding missed nursing care, teamwork and work environment
- Data analyzed with random regression analyses, clustering responses within units

REFERENCES:

- 1. Kalisch, B.J., Landstrom G., & Hinshaw A.S. (2009). Missed nursing care: A concept analysis. *Journal of Advanced Nursing*, 65, 1509-1527.
- 2. Kalisch, B.J., & Lee, K.H. (2010). The impact of teamwork on missed nursing care. Nursing Outlook, 58, 233-241.
- 3. Kalisch, B.J., Tschannen, D., Lee, H., & Friese, C. (2011). Hospital variation in missed nursing care. *American Journal of Medical Quality, 26*, 291-299.
- 4. Kramer, M., & Schmalenberg, C. (2008). Confirmation of a healthy work environment. Critical Care Nurse, 28, 56-63.

Results

- 70% response rate was attained.
- Types and reasons for missed care were similar to those reported by Kalisch and colleagues (2010, 2011).

=739)	
% Missed	R
81.9	Un
68.8	He
65.9	Ina
62.5	Ina
61.0	Ur
60.6	Me
59.8	Un
58.4	Su
	81.9 68.8 65.9 62.5 61.0 60.6 59.8

Reason for Care Missed:	% Reason	Workplace Fa
Unexpected rise in patient volume and/or acuity on unit	50.1	RN status (vers
Heavy admission and discharge activity	49.0	Greater role exp
Inadequate number of assistive and/or clerical personnel	48.0	Intention to leav
Inadequate number of staff	45.6	Increased overt
Urgent patient situations	32.7	Days of sick tim
Medications were not available when needed	28.3	Perception of in
Unbalanced patient assignments	27.2	Perception of les
Supplies/ equipment not available when needed	21.2	Greater teamwo

Nursing Care Workplace Factor	р
RN status (versus UAP)	<.0001
Greater role experience	<0.001
Intention to leave current position	<0.001
Increased overtime	<.01
Days of sick time	<0.05
Perception of inadequate staffing+	<.0001
Perception of less healthy work environment - co-worker rating+	<.0001
Greater teamwork+	<.0001

Unique Finding

- Analyses of open-ended questions support quantitative findings.
- "Documentation" is not only an <u>element of missed care</u> (i.e., failed to document), but "too much time spent on documentation" is also <u>a reason</u> for missed nursing care.

Take Away

- Greater teamwork and healthier work environments are significantly related to less missed care.
- The scientific method employed and the conscious use of nonbiased nurse scientists demonstrates a pragmatic approach to translate research findings into practice.

© 2015 Lehigh Valley Health Network

A PASSION FOR BETTER MEDICINE.





610-402-CARE LVHN.org

