

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

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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)

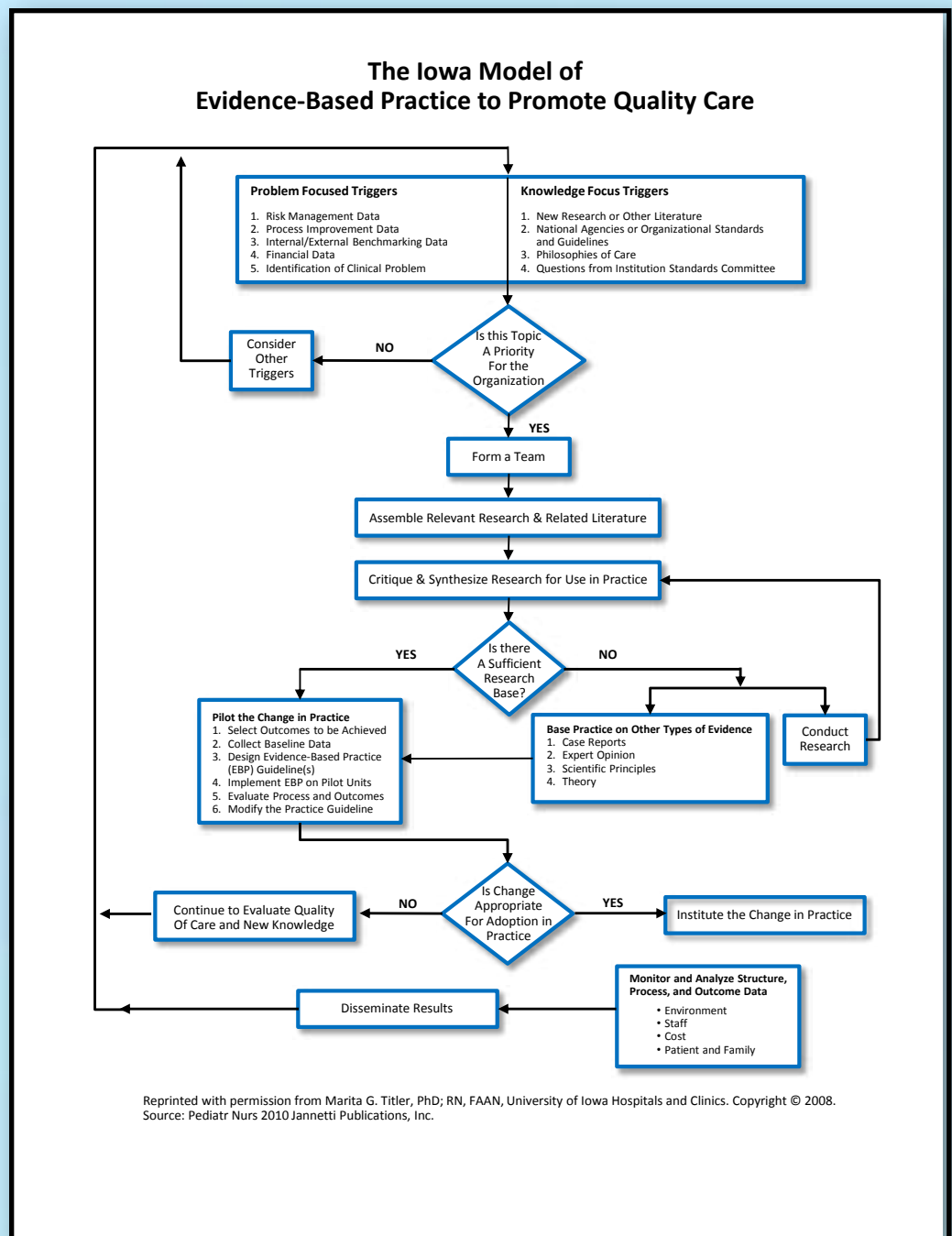
- Professional organizations, state and national coalitions, and third party payers are challenging healthcare leaders to improve the work environment.
- As the largest group of clinicians, promoting a HWE for nurses is critical. Associated outcomes include the overall health of nurses, successful recruitment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

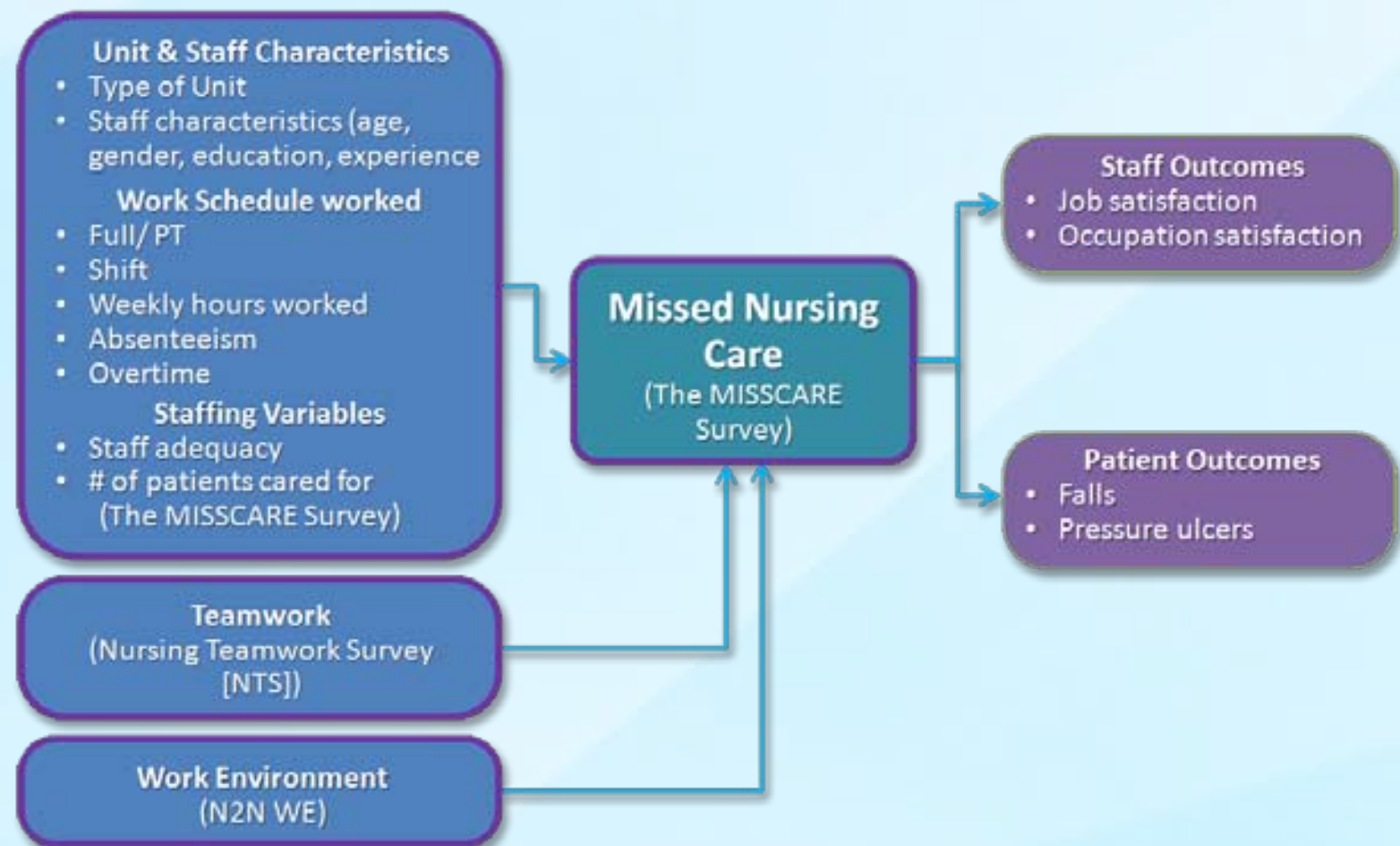
- Missed nursing care is any aspect of required patient care that is omitted (either in part or in whole) or delayed (Kalisch, Landstrom, & Hinshaw, 2009).

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

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- 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).

Most Common Types of Missed Care: Ranked Most to Least Missed (N=739)	
Type of Care Missed:	% Missed
Ambulation three times per day or as ordered	81.9
Attend interdisciplinary care conferences whenever held	68.8
Medications administered w/in 30 mins. scheduled time	65.9
Turning patient every 2 hours	62.5
Assess effectiveness of medications	61.0
Response to call light is initiated within 5 minutes	60.6
Feeding patient when the food is still warm	59.8
Mouth care	58.4

Missed = responses: "occasionally", "frequently", "always"; Not missed=responses: "never", "rarely". Percentages exclude "not applicable" responses.

Most Significant Reasons for Missed Care: Ranked Most to Least Significantly (N=739)	
Reason for Care Missed:	% Reason
Unexpected rise in patient volume and/or acuity on unit	50.1
Heavy admission and discharge activity	49.0
Inadequate number of assistive and/or clerical personnel	48.0
Inadequate number of staff	45.6
Urgent patient situations	32.7
Medications were not available when needed	28.3
Unbalanced patient assignments	27.2
Supplies/ equipment not available when needed	21.2

Item responses dichotomized into "significant reason" versus not significant ("not a reason", "minor reason", "moderate reason"). Higher scores reflect more significant reasons for missed care.

Workplace Factors Associated with Missed Nursing Care	
Workplace Factor	p
RN status (versus UAP)	<.0001
Greater role experience	<.0001
Intention to leave current position	<.0001
Increased overtime	<.01
Days of sick time	<.05
Perception of inadequate staffing+	<.0001
Perception of less healthy work environment - co-worker ratings+	<.0001
Greater teamwork+	<.0001

+ higher scores reflect more adequate staffing/better work environment/ more teamwork.

Unique Finding

- Analyses of open-ended questions support quantitative findings.
- “Documentation” is not only an *element of missed care* (i.e., failed to document), but “too much time spent on documentation” is also *a reason 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.

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