

RANCARE

Work Group 1 (conceptualisation, organisational, methodological) Lead by Walter Sermeus, Renata Zelenikova, Anat Drach-Zahavy

Task 1: a literature review on 4 topics:

- 1) Definition and terms for missed care,
- 2) methodologies to research missed care,
- 3) theoretical models to understand missed care and
- 4) determinants, enablers and barriers for missed care.

We decided to start in year 1 on topic 1-3.

Three subgroups were established:

1. topic 1 on definitions & terms (lead by Renata Zelenikova): E. Gurkova, A. Phelan, S. Tonnessen, A. Torres Diaz,
2. topic 2 on methodology (lead by Walter Sermeus): A. Palese, L. Toffoli, M. Simon
3. topic 3 on theoretical models (lead by Anat Drach-Zahavy): M. Habermann, M. Amorim Lopes, T. Jones, E. Willis

Report topic 3: Anat Drach-Zahavy, M. Habermann, M. Amorim Lopes, & T. Jones, E. Willis

Literature search (in Pubmed, Embase, CINAHL, ...)

1. Most theories have identified patients' (e.g., type and severity of illness, comorbidity), personal (e.g., experience, education skills), team (e.g., teamwork, safety climate, workload, staffing), and organizational (e.g., staffing, climate) factors affecting MNC. Several members have called to address policy factors that are beyond personal and ward factors. Others have called for examining meso-level theories of MNC. current theories of MNC typically address main effects thereby neglecting moderating effects.
2. As for the outcomes of MNC theories typically focus on patient (e.g., falls, pressure ulcer, satisfaction) and staff (e.g., satisfaction, turnover) outcomes
3. Whereas many theories pointed at MNC as a process, this component of the theories is less developed.

Agenda for research questions at Limassol meeting

- 1 what are the main categories of factors that are typically depicted in MNC theories as affecting MNC?
- 2 Which categories of factors are missing?
- 3 What are the advantages of current MNC theories?
- 4 What is missing in current MNC theories?
- 5 How can we develop a more finer-grained model of MNC
- 6 Preparation of a concrete research plan and timeline
- 7 Plans for year 2