

SHORT TERM SCIENTIFIC MISSION (STSM) SCIENTIFIC REPORT

This report is submitted for approval by the STSM applicant to the STSM coordinator

Action number: CA 15208

STSM title: PROMOTING PATIENT SAFETY THROUGH MINIMISING MISSED NURSING CARE - GOOD PRACTICE GUIDELINES FOR NURSING MANAGERS

STSM start and end date: 18/02/2019 to 22/02/2019

Grantee name: Raul Alberto Carrilho Cordeiro

PURPOSE OF THE STSM:

The opportunity to attend the STSM, as well as the chance to establish personal academic and professional contacts would be very useful in my further academic and research career in Portugal and can improve my contribution to Rancare and to the tasks of WG4.

The benefits of the STSM will not accrue to me alone, but also to other members of WG4 and to my colleagues and other researchers in Europe focusing on the creation of a Manual about PROMOTING PATIENT SAFETY THROUGH MINIMISING MISSED NURSING CARE - GOOD PRACTICE GUIDELINES FOR NURSING MANAGERS is one the most important deliverables of WG4 and Rancare include in c) of point 1.2.1. of MoU of Cost Action 15208 and in the Major Deliverables of WG4.

For by sharing the knowledge and experience gained during STSM, I can help advance the research about this subject and finalize this task.

Have the guidance of Prof. Evridiki Papastravrou and Cyprus Technology University is a major advantage for this task.

This task of developing this Guide has already begun in a group within WG4, with several meetings, but should be improved and gained a new lease based on the final version of the document.

DESCRIPTION OF WORK CARRIED OUT DURING THE STSMS

The work was previously planned under the supervision of Professor Evridiki Papastravrou and was developed along the STSM.

On the first day, a validation of the Work Plan was carried out leading to the revision and improvement of GOOD PRACTICE GUIDELINES FOR NURSE MANAGERS - PROMOTING PATIENT SAFETY THROUGH MINIMISING MISSED NURSING CARE. This work is being prepared within WG4 under the Coordination of Professor Raul Cordeiro.

It reviewed the previous structure of the work and improved the aspects related to the simplicity of content and language. In addition, comprehensive surveys were conducted to improve the Overview of Guidelines with the most up-to-date references.

On the second day, a validation tool was developed for the Guidelines. This instrument is based on the concepts and indicators already agreed in the working group. This instrument was used on the third day at the Workshop developed in Paphos, gathering a total of 15 responses.

On the third day a workshop was held in Paphos in a joint organization between Rancare, Cyprus University of Technology and Cyprus Nursing and Midwifery Association.

In this Workshop, the validation tool previously mentioned was applied and the answers were treated.

On the fourth day, the answers to the questionnaire carried out at the workshop were incorporated into the final version of the Guidelines.

On the last day a balance was taken of STSM together with Professor Evridiki Papastavrou.

DESCRIPTION OF THE MAIN RESULTS OBTAINED

In LW in Cyprus, in Feb 2019, it was decided to apply the pilot questionnaire to all participants (total of 15) to define the level of importance of each indicator.

For the questionnaire were used the items (a total of 59) identified by the working group in the various discussion forums held.

The choose items were based in its relevance for nurse managers according the discussion taken. The pilot questionnaire in English has been translated into Greek (with a total of 54 items due to translation).

For each item was evaluated the degree of importance on a scale from 1 to 4 where 1 means "Not important" and 4 means "Very Important".

All items were rated as important with an average level of 3.7 points. The less scored items obtained a level of 3.3 and the most scored ones a level of 4.0 points.

All scores related to "**Nurse staffing levels and skill mix**" scored above average.

All scores related to "**Nursing leadership**" scored above average.

All scores related to "**Assess, Plan, Implement and Evaluate**" scored above average.

All scores related to "**Patient satisfaction**" scored above average.

All scores related to "**Adverse incidents occurrence - Patient**" scored above average.

All scores related to "**Length of stay**" scored above average.

Related to "**Quality of care**" the item were scored below the mean value by one respondent: *Consider an overall rating scale for quality of care measurement (3.7).*

All scores related to "**Job satisfaction, Intent to leave and Burnout levels**" scored above average.

All scores related to "**Turnover rates**" scored above average.

All scores related to "**Mortality level**" scored above average.

All scores related to "**Bed occupancy rate**" scored above average.

All scores related to "**Adverse incidents occurrence**" scored above average.

Related to "**Complaint rates**" the item were scored below the mean value by one respondent: *Consider formal review of complaints for episodes of missed care (3.6).*

All items seem to be important to evaluate and no one of them had the majority of items below the average or a total score below the average.

FUTURE COLLABORATIONS (if applicable)

The chance to accomplish this STSM gave me the opportunity to strengthen my knowledge and encouraged me to take an active part into the debate about guidelines for nurse managers about PROMOTING PATIENT SAFETY THROUGH MINIMISING MISSED NURSING CAR.

Future collaboration will include the validation of this Manual in other countries through the application a questionnaire in 4 countries through National Nursing Associations and a Final Manual.

It is possible to build a paper acout the development of this gudelines and/or translate it to other languages like german, French or Spanish.

special thanks to Professor Evridiki and the members of the Working Group and its leader - Professor Olga Riklikiene.