

WORKSHOP REPORT

UNFINISHED NURSING CARE, NURSE-RELATED ORGANISATIONAL VARIABLES AND PATIENT SAFETY CULTURE

COST Action 15208 RATIONING – MISSED CARE: An international and multidimensional problem

The workshop titled *Unfinished nursing care, nurse-related organisational variables and patient safety culture* was conducted at the Department of Nursing, Jessenius Faculty of Medicine in Martin, Comenius University in Bratislava, the Slovak Republic. The main aims of this workshop were to understand and analyze the phenomenon of missed care, rationing of care and unfinished care as well as its predictors, to give the visibility to the phenomenon and provide the overview of valid and reliable instruments for measuring the phenomenon. Also, the workshop aimed to encourage nursing researchers in the implementation of valid and reliable tools in data collection concerning the phenomenon.

The workshop was divided into two parts. The first part of the workshop was focused on lectures related to the topic of interest, and the second part was dedicated to the discussion in working groups.

The workshop was opened by MC members Dominika Kalánková and Elena Gurková who also introduced the workshop aims. Then the special guest from Australia, Dr. Clare Harvey provided the audience with the topic of unfinished care and nurses' competing accountabilities. After this valuable presentation, several professionals from nursing gave their lectures focused on rationing of nursing care as one of indicators of the occurrence of nosocomial infections or other adverse events, the management of adverse events, the prevalence and patterns of unfinished care, factor structure of specific tools for measuring the phenomenon as well as consequences of the phenomenon on patient-related outcomes.

After lectures, discussion in working groups was initiated. Every group consisted of participants from the Slovak, Czech Republic, and Poland, discussed questions which were prepared beforehand. Issues were related to the understanding of terms describing the phenomenon, to the appropriate selection of valid and reliable tools for measuring the phenomenon as well as to the suggestions of adequate strategies on how to prevent, eliminate or reduce the phenomenon of unfinished care.

General conclusions of the workshop were that the term unfinished care is the most suitable for use in the conditions in the Slovak or Czech Republic.

On the contrary, nurse professionals understood the differences between the particular phenomena. Besides, the most appropriate instruments which could be used in the conditions of the Slovak or Czech Republic concerned the PIRNCA instrument and MISSCARE Survey because these instruments reflect the most of the competencies of nurses working in these countries. Also, professionals concluded that instruments for measurement of the phenomenon represent independent nursing tasks and are rather inventories than scale per se.

All working groups concluded that the strategies on how to prevent, eliminate, or reduce the phenomena should be initiated or implemented by the hospital management as well as by policymakers. It is crucial to give visibility to this phenomenon not only concerning the micro-level decisions but also the meso- and the macro-level decisions.

In conclusion, the discussion in working groups was fruitful, valuable, and very professional. The feedback was appropriate, and the action was evaluated to be successful.





