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How do Nurse Managers perceive and deal with Missed Care in Norwegian nursing homes?

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INTRODUCTION

TOPIC: Patient Safety & Quality Improvement

Missed Care has significant implications for patient safety, the quality of care, and the sustainability of healthcare services. It leads to unmet care needs, patient suffering as well as feelings of guilt and strain among the staff. While this phenomenon primarily has been studied in hospital settings and among bedside nurses, there is a need for more knowledge about Missed Care in long-term care facilities, particularly from a managerial perspective.

AIM

To explore how Nurse Managers perceive and manage the balance between capacity, competence, and Missed Care in Norwegian nursing homes.

RESULTS

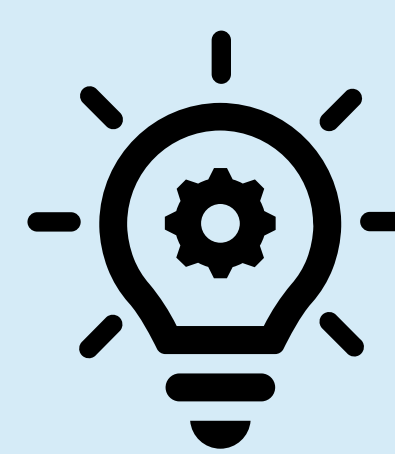
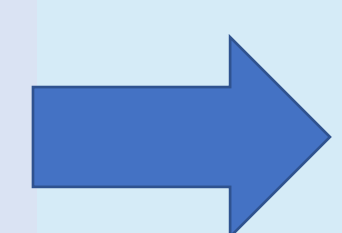
Missed Care was perceived as an unfamiliar term among the Nurse Managers. Missed Care was mainly understood as tasks that were postponed or not carried out, without having immediate consequences for the patients' well-being and safety.

The tasks in question applied to:

- follow-up tasks
- routine tasks
- covering basic needs
- relationship work
- interpersonal encounters
- deviations



The Nurse Managers were initially unfamiliar with the concept of Missed Care.



During the interviews, they reflected on the concept and the tasks involved, and ended up acknowledging that many of the tasks were not trivial but could represent real threats to the patient's safety when they were not carried out.

The Nurse Managers used two main management strategies to facilitate care of good quality;

- ❖ support and guide employees in daily care activities, including building a working culture with openness and active learning
- ❖ interact with and inform higher administrative and political management in the municipality about the real-time state of the services, and contribute to long-term strategy work

METHOD

Individual and focus group interviews with 16 Nurse Managers (all RNs) in nursing homes.

Data were analyzed with qualitative content analysis.

CONCLUSIONS

Although the Nurse Managers generally perceived that the quality of care was sufficient in the nursing homes, they identified needs and potential for improvements, which concerned staffing, competence and their own ability to exercise good management. More knowledge is needed about Nurse Managers' scope for quality work and prevention of Missed Care in nursing homes, as well as patients' and relatives' experiences with Missed Care.

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