

Creating a Patient Safety Culture: Developing a tool to identify missed care in Allied Health Professions

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Background

It is a national priority in Scotland to improve the safety and reliability of health and social care and reduce harm, whenever care is delivered. In order to do this it is essential that every staff member understands the key role they play in ensuring and improving patient safety and care. There is currently very little information available on patient safety in relation to Allied Health Professions.

To develop a stronger understanding of local needs and to implement effective patient safety initiatives, it is important to understand the perceived patient safety climate and what possible barriers exist which may impede the delivery of safe and quality care.

It was agreed that in Lanarkshire a self-administered staff survey could be developed to help to understand perceptions of safety culture amongst Allied Health Professionals and help to explore elements of omissions of care and where opportunities lie for improvement.

Description

The survey developed is based on a tool 'MISSCARE SURVEY' developed in nursing by Kalisch et al 2009. This survey focused on the routine responsibilities of nursing care in order to identify aspects of care which are frequently 'missed' and the perceived reasons for this.

Missed Care is a phenomenon which has been researched to a great extent in the field of nursing. Studies have been able to indicate common reasons for missed care (such as fatigue, shift length, caring for multiple patients, communication breakdowns).

The consequences of missed care can be significant including the under use of resources, impoverished client outcomes, and issues in patient safety. (Jones et al 2015). The survey has been found to be an effective way of increasing staff engagement with the concept of safe and quality care and removing any potential barriers.

However, there is little currently known about the occurrence of missed care amongst Allied Health Professions. This is the first time anywhere in the UK or internationally that the concept of Missed Care has been used to examine the work of Allied Health Professions (AHP) and give staff a voice to provide information and insight into potential barriers in providing the best possible standard of safety and care for patients.



Aim

The aim of the project was to develop a consistent and systematic way of examining staff perceptions of missed care across AHP groups in NHS Lanarkshire.

A survey for staff was to be created which could identify aspects of patient care which may be commonly missed and seek to identify potential barriers to the delivery of safe and quality care for patients.

Methodology

Using the 'MISSCARE' nursing survey, a similar tool was developed for use in Allied Health Professions.

Development of the tool took place using activity analysis and focus groups to determine aspects of patient care which were integral in the delivery of safe and quality patient care in Allied Health Professions.

Testing and refinement of the tool took place in one AHP professional group. The survey has since been cascaded to over 6 Allied Health Professions in Lanarkshire and a total of 950 AHPs have been given an opportunity to complete a survey.

References

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- Kalisch, Beatrice & Arthur Williams, Reg. (2009). Development and Psychometric Testing of a Tool to Measure Missed Nursing Care. *The Journal of nursing administration*. 39. 211-9. 10.1097/NNA.0b013e3181a23cf5
- Jones TL, Hamilton P, Murry N. (2015) Unfinished nursing care, missed care, and implicitly rationed care: State of the science review. *International journal of nursing studies*. Jun 1;52(6):1121-37.

Results/Outcomes

Key Learning in the development of the tool has demonstrated the benefits of the use of a survey in order to:

- ❖ Allow all staff opportunities to express what is important to them and perceptions of patient care in their team.
- ❖ Communicate effectively within teams in order to narrow and focus on the issues within practice.
- ❖ Promote a culture of reflective learning and improvement in order to increase awareness of safety and care issues in practice
- ❖ Use reflective questions and potential implications in order to develop an action plan which will narrow and focus issues in practice.
- ❖ Provide information on aspects of team working, working patterns, staffing, work load and job satisfaction
- ❖ Contribute to a culture, climate and environment which promotes patient centered, safe and effective care
- ❖ Support the identification of learning needs in the team
- ❖ Provide a consistent and systematic way of examining concepts of patient care across different Allied Health Professions.
- ❖ Identify common themes or barriers which can be addressed across the professions.

Example of the elements of Missed Care as identified in the Pilot Site in August 2018

