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Reaching the Core: Understanding the Predictive Nature Between Safety Organizing and Nurse-Sensitive Outcome Performance

Introduction

- Patient care error continues to be a huge threat to patient safety.
- Errors are especially concerning given marginal improvement over the past decade.
- Hospitals have looked to nearly error-free high-reliability organizations (HROs) such as naval aircraft carriers (Weick & Roberts, 1993), nuclear power plant control rooms, and air traffic control.
- In HROs, highly reliable performance is posited to result mindful organizing.
- Safety organizing is a set of behaviors collectively enacted to detect emerging errors and minimize the adverse consequences of unexpected events.

Background information

Mindful organizing is a set of behaviors collectively enacted to detect emerging errors and minimize the adverse consequences of unexpected events.



Purpose

The purpose of the research was to determine the predictive nature of safety organizing on NDNQI nurse-sensitive outcome performance.

Methods

- Descriptive design examined correlation and regression analysis between safety organizing, nursing leadership behaviors and nurse-sensitive outcomes.
- Prospective participants were contacted by email at participating sites.
- Potential participants were informed that the survey would take 15-20 minutes to complete and that data would be anonymous and confidential.
- The sample included direct care nurses from 44 hospital nursing units from three hospitals within a multi-hospital system, including a large community hospital, an academic hospital and a children's hospital.

Results

- Higher incidence of safety organizing results in positive nursing outcome performance.
- HR leadership practices are predictive of commitment and safety organizing.
- The study verified Safety Organizing Scale (SOS) reliability and validity.

Conclusions

Nursing has been absent a quantifiable metric for safety organizing. Mindful or safety organizing and the potential impact on patient care safety is well documented.

- Mindful organizing can be measured.
- Mindful organizing improves performance (reduces medication errors and patient falls).
- The effects of mindful organizing are enhanced by complementary practices such as care pathways.
- Mindful organizing is enabled by workgroup characteristics and organizational (HR) practices.

The results of this study suggest the opportunity to consider safety organizing as a significant process indicator influencing nurse-sensitive outcomes that include but are not limited to those benchmarked through NDNQI participation.

Implications for practice

- 1) Examine strategies to enhance safety organizing through structures, processes, roles and accountabilities within nursing and patient care.
- 2) Identify opportunity to integrate the principles of safety organizing in new nurse orientation and ongoing nursing development.

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