

University of Pennsylvania
School of Nursing

Unfinished Nursing Care: State of the Science Review

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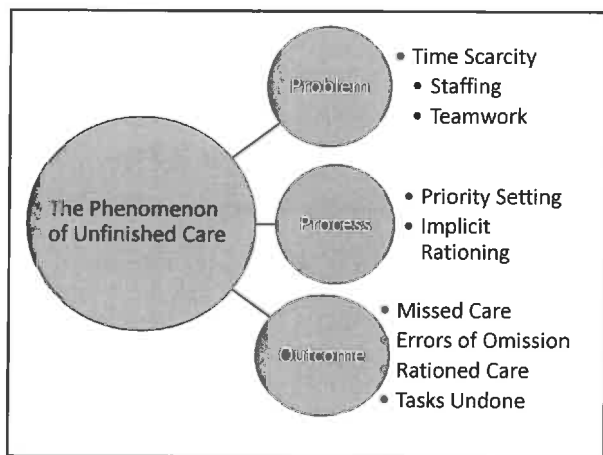
Omission of Care or Underuse of Nursing Services

State of the Science

- Conceptualizations of the Phenomenon
- Prevalence
- Antecedents
- Outcomes
- Process & Patterns

Search Process

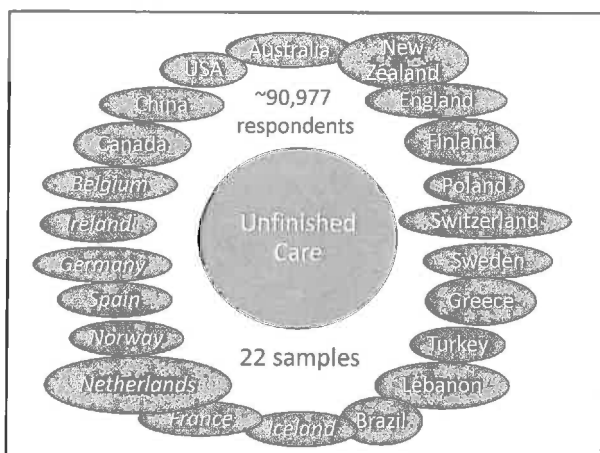
- EBSCO: CINAHL & MEDLINE
- Terms: implicit ration*; miss* care; ration* care; task* undone; unfinish* care
- 54/1375 Papers met eligibility criteria:
 - Hospital setting
 - Conceptual definitions and/or analysis
 - Original qualitative & quantitative research
 - Instrument development and/or evaluation
 - Literature reviews



The Science of Unfinished Care

78% of the science

Tasks Undone	Implicit Rationing	Missed Care
Attkin	Schroeder	Krisch
Tasks Undone Surveys: (15-18 items)	BERNCA Surveys: (20-32 items)	MissCare Surveys: (22-24 items)



Prevalence & Antecedents

- High Prevalence
 - 50-97% report leaving ≥ 1 activities unfinished
 - Mean ranges 6-22 activities
 - Occurs across all categories of nursing care
- 2 Consistently Identified Antecedents
 - Nurse staffing
 - Team behaviors

Associated Outcomes

- Patients
 - Lower quality of care
 - Adverse events
 - Mortality
 - Lower satisfaction
- Nurses
 - Job/occupation satisfaction
 - Turnover/Intent to stay
- A stronger predictor of patient outcomes than nurse staffing indices

Patterns of Unfinished Care

Most Often

- Emotional support
- Education
- Coordination & Discharge Planning
- Care Planning
- Timeliness of intervention

Least Often

- Infection control
- Treatments, tests, procedures
- Providing Nutrition
- Assisting with Elimination

How Nurses Prioritize

- Maslow effect
- Visible & temporal outcome effect
- Time cost effect
- Collective cooperation effect
- Audit effect

Limitations & Recommendations

- Limitations
 - Observational Study Designs
 - Relatively Few Primary Samples
 - Potential for Instrument Bias
 - Potential for Common Method/Source Bias
- Recommendations
 - Research, Practice, Education, Policy