



شبكة المعلومات الجامعية
التوثيق الإلكتروني والميكروفيلم

بسم الله الرحمن الرحيم



HANAA ALY



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شبكة المعلومات الجامعية التوثيق الإلكتروني والميكروفيلم



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جامعة عين شمس

التوثيق الإلكتروني والميكروفيلم

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Facilitators and Barriers Influencing Patient Safety as Perceived by Nurse Interns

Thesis

*Submitted in partial fulfillment of the requirements of the
master degree in Nursing Administration*

By

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List of Abbreviations

<i>Abb</i>	<i>Meaning</i>
IOM	institute of medicine
QSEN	Quality and Safety Education for Nurses
AMA	American Medical Association
VA	Veteran's Health Administration
JCAHO	Joint Commission for the Accreditation of Healthcare organization
IHI	Institute for healthcare Improvement
PSO	Patient Safety Organization
AHRQ	Agency for healthcare Research and Quality
PSI	Patient Safety Indicators
NVRI	National Voluntary Reporting Initiative
HCA	Health Corporation of America
VHA	Voluntary hospital Association
NSCPS	National Steering Committee on Patient Safety
NHS	National Health Service
WHO	World health organization
ICN	International Council of Nurses
HROs.	High reliability organization
HCP	Health care professional
HCS	Health care setting
IUSS	Immediate-use steam sterilization
EHR	Electronic-health record
ADEs	Adverse drug events
AHRQ	Agency for Healthcare Research and Quality
BSN	Bachelor of Science in Nursing
To Err Is Human	Name of article

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ABSTRACT

Background: Patient safety is a worldwide concern with limited resources, recent healthcare systems are facing major factors in ensuring patient safety. **Aim:** This study aimed at investigating facilitators and barriers influencing patient safety as perceived by nurse interns. **Research design:** descriptive design was used. **Setting:** This study was carried out at two different faculties affiliated to Al-Azhar and Ain-Shams universities. **Subjects and Methods:** Subjects of the present study included 94 nurse interns from Al Azhar university and 125 nurse interns from Ain Shams university. **The tool:** Nurse Intern's perception of patient safety factors questionnaire. It consisted two parts as follows: Part 1: "personal data " ;Part 2: include "facilitators and barriers facing interns regarding patient safety". **The main results:** There was no statistically significant difference between two groups regarding to total patient safety factors. **The current study concluded** that the study findings didn't support the study hypothesis, where there is no differences between nurse intern's perception of facilitators and barriers of patient safety at both Ain Shams University Hospitals and Al Azhar University Hospitals. **Recommendations:** Patient's safety competencies must be incorporated in the nursing education programs, which will enable interns to practice patient care safely while their training.

Keywords: Barriers, facilitators, Nurse interns, patient safety, perception.

Introduction

Although the safety of patient care is a national priority, medical errors continue to occur in hospitals, and patients are frequently harmed. Hospital leaders have responded to this problem with new technology and improved processes that support safe patient care. However, medical errors are fundamentally human errors related to human actions according to a report from the Institute of Medicine. Solutions to this persistent problem lie not exclusively within the field of medicine, but also in the discipline of psychology and theories of human behavior. **(Zhou, Bai, Tang, Bai, Li & Xue, 2018)**

The concept of patient safety is closely coupled with quality in health care and has been defined by the National Patient Safety Foundation as "the avoidance, prevention, and amelioration of adverse outcome or injuries stemming from the process of health care". Terms used to describe patient-safety vary in the literature, but each term illuminates an aspect of patient-safety. Terms found in the literature include nonpunitive culture, blame-free culture, open and fair culture, culture of transparency, and just culture. The variety of terms reflects the fact that patient-safety is a new and evolving concept and researchers are still in the process of describing

and understanding the construct. As a result, patient safety has been described and measured in numerous ways (**Nordin, 2015; Halina , 2017**).

One systematic review of the literature presented a dimensional concept analysis of patient safety. There was consensus among researchers that nurses' shared values and beliefs towards patient safety comprise the overarching dimension of a patient-safety, despite variations in the definitions of the concept. Management support from the leader, a nonpunitive environment, open communication, and continuous improvement are recurring themes for creating and sustaining a strong patient safety perception in health-care organizations (**Elsous, Akbari, AlJeesh & Radwan, 2017**).

The nursing profession is the largest segment of the nation's health care workforce. The Institute Of Medicine (IOM) report identified nursing as crucial to improving patient safety and called for individual registered nurses to be active and empowered in hospitals. As workers on the frontlines of patient care, registered nurses may be the last barrier to preventing a medical error. Their knowledge of potential or actual patient safety risks is vital to improving the safety of

patient care (**Rajalatchumi, Ravikumar, Muruganandham, Thulasigngam. Selvaraj & Reddy, 2018**).

Nurse interns are the registered nurses in the future and registered nurses are the largest workforce employed in hospitals and are on the frontline of patient care. Nurses are the most likely individuals to be aware of the risk or occurrence of medical errors. As a result, they are in a unique position to identify patient safety risks and to speak up with suggestions to reduce or prevent medical errors. Ineffective communication by registered nurses has a negative impact on a hospital's ability to detect medical errors and learn from mistakes. There are various reasons why registered nurses might remain silent in response to patient safety concerns (**Bellury, Hodeges, Camp & Addudell, 2016**).

Nurse interns play an important role in the future in ensuring patient safety due to the nature of their work. The Quality and Safety Education for Nurses (QSEN) emphasizes patient safety and quality in essential nursing competencies. Nurse interns constitute a distinct subgroup of healthcare providers in the complex healthcare system. Nurse interns may lack the required skills and knowledge to improve patient safety and make errors in the complex clinical settings that tend

to the factors they facing in their units, which may have negative effects on patient and nurse interns. Thus, it is important to investigate perceived facilitators and barriers to improved patient safety among those who are involved in the direct provision of health care. (Kunaviktikul, Wichaikhum, Nantsupawat, Chontawan, Klunklin, Roongruangsri, Nantachaipan, Supamanee, Chitpakdee, Akkadechanunt & Sirakamon, 2015; Aljadhey, Al-Babtain, Mahmoud, Alaqeel, & Ahmed, 2016).

Significance of the study

During the clinical round, the researcher noticed that the majority of nurse interns aren't committed with patient care and they have minimal patient safety competency knowledge and understanding as to when to report adverse events that lead to increase patients experiences harm while getting health care. The researcher assumed that most of the interns' performance are due to the transitional nature of the faculty life to the real life situation (internship year) and their background about patient safety as the nurse interns are facing many factors that influencing patient safety, they perform procedures that can cause serious harm to their patients. Wherefore, this study will be carried out to