

**Missed Nursing Care: Literature Review**

Natalie Zizumbo

Lakeview College of Nursing

N434: Evidence-Based Practice

Katie King, MSN, RN, CPN, CNEcl, CNE

June 29, 2024

## **Missed Nursing Care: Literature Review**

Missed nursing care is a significant healthcare problem worldwide. When care is delayed or missed, patients can suffer severe consequences. This literature review aims to provide an in-depth analysis of recent missed nursing care research and add credibility to the importance of missed nursing care (Houser, 2023). It will also contribute to the existing knowledge on missed nursing care and help further the research into finding solutions (Houser, 2023).

### **Missed nursing care in surgical care – a hazard to patient safety: A quantitative study within the inCHARGE programme**

Missed nursing care is something that unfortunately happens quite often (Edfeldt et al., 2024). This study aimed to investigate how often, why, and the relationship between the nurses and the nurse assistant perceptions (Edfeldt et al., 2024). This study is also part of the inCHARGE program, which was started by a research group at Uppsala University, where they aim to design change processes to help retain nurses and increase the utilization of nursing competence to improve patient care (Edfeldt et al., 2024). A survey was given in three surgical care units with nurses and nursing assistants having them rank missed nursing care duties and the reasons behind them (Edfeldt et al., 2024).

#### **Key Points**

The researchers of this study aimed to find how often missed surgical care occurred, the reasoning behind it, and the perceptions of the nurses and nursing assistants (Edfeldt et al., 2024). The researchers used the MISSCARE survey to measure how often and why missed nursing care occurred, splitting the two into two parts (Edfeldt et al., 2024). In part 1, the

respondents would rank different care duties between always being carried out and never being carried out (Edfeldt et al., 2024). In part 2, the respondents would rank different reasons for not providing care, from being a significant cause to not a cause (Edfeldt et al., 2024). Tables were used in the article to show the exact care duties and reasons that the respondents ranked. It also asks the respondents about satisfaction with the job and their intention to leave (Edfeldt et al., 2024). This survey was distributed on paper to 118 staff members in three surgical care units at a university hospital in Sweden (Edfeldt et al., 2024). Of the 118 staff members, 63 were nurses, 53 were nursing assistants, and 2 of the participants were missing more than 50% of the values, so their surveys were not used (Edfeldt et al., 2024). The survey results revealed that 43 nurses and 25 nursing assistants were satisfied with their current positions; however, almost every fourth staff member, 29, intended to leave within a year (Edfeldt et al., 2024). It also revealed that 68.7% of the staff members believed adequate staffing was only achieved 50% or less of the time (Edfeldt et al., 2024). The missed nursing care duties ranked highest among nurses and nursing assistants were attending interdisciplinary meetings, turning patients every two hours, and ambulating the patients three times a day or as the provider ordered (Edfeldt et al., 2024). There were some differences in the ratings of care duties between nurses and nursing assistants, such as nurses ranking oral care as one of their highest missed care duties (Edfeldt et al., 2024). The survey results showed no significant difference between the nurses and nursing assistants; however, the ratings had a p-value of 0.33, possibly due to many nursing assistants not answering some questions (Edfeldt et al., 2024). The survey results also revealed that the two most significant reasons for missed nursing care were understaffing and unexpected rises in patient volume/acuity (Edfeldt et al., 2024). There were also some differences in the ranking between nurses and nursing assistants, such as nurses ranking heavy admission and discharge

activity as one of the top reasons (Edfeldt et al., 2024). The results of the data collected are significant in showing the amount of missed nursing care that occurs, the reasoning behind it, and how missed nursing care is a risk to patient safety.

### **Assumptions**

The researchers stated that the main reason missed nursing care occurs is due to the inadequate staffing of nurses (Edfeldt et al., 2024). When missed nursing care begins to occur, this can mean that there may be a high patient-nurse ratio and workload (Edfeldt et al., 2024). The respondents in this study's survey believed that staffing was adequate only 50% or less of the time, and the nurse managers on the units stated that their units were understaffed by 20% of the nurses needed (Edfeldt et al., 2024). Because of these high patient-nurse ratios, nurse burnout and stress are also increased, causing them to leave; in this study alone, 24.6% of the respondents planned to leave within a year (Edfeldt et al., 2024). Finding a solution to creating a more acceptable patient-nurse ratio will increase job satisfaction, leading to more nurses remaining at work and decreasing missed nursing care, ultimately increasing patient safety (Edfeldt et al., 2024).

### **Deficit/Conclusion**

The researchers' main reasoning behind missed nursing care due to inadequate nurse staffing is acceptable. Nursing shortages are not something new, and despite this, not much has been done to solve this issue (Edfeldt et al., 2024). Inadequate staffing leads to increased missed nursing care, which increases the risk of patient safety. This can lead to severe complications, causing the patient harm or prolonging their hospital stays (Edfeldt et al., 2024). Further research

and interventions must be done to solve this serious nursing issue. Nursing burnout, stress, and risk to patient safety will increase without finding a solution.

## References

- Edfeldt, K., Nyholm, L., Jangland, E., Gunnarsson, A. K., Frojd, C., & Hauffman, A. (2024). Missed nursing care in surgical care – a hazard to patient safety: A quantitative study within the inCHARGE programme. *BMC Nursing*, 23, 233. <https://doi.org/10.1186/s12912-024-01877-1>
- Houser, J. (2023). *Nursing research: Reading, using, and creating evidence* (5<sup>th</sup> ed.). Jones & Bartlett Learning.