

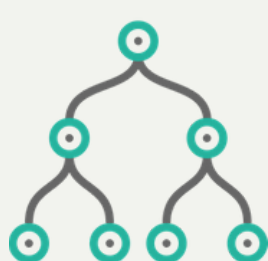
PROMOTING PATIENT SAFETY THROUGH MINIMISING MISSED NURSING CARE

To develop a good practice guidance for nurse managers we define a set of indicators related with indicators and factors to **prevent** missed care (organizational structure and care delivery process), and to **identifying** potential or actual missed care through outcomes (patient outcomes, nurse outcomes and organizational outcomes).

A RECOMMENDED GOOD PRACTICE GUIDANCE FOR NURSING MANAGERS

Part I:

INDICATORS AND FACTORS TO PREVENT MISSED CARE



ORGANIZATIONAL STRUCTURE

- Nurse staffing levels and skill mix
- Nursing leadership
- Quality of the practice environment

Part II:

IDENTIFYING POTENTIAL OR ACTUAL MISSED CARE THROUGH OUTCOMES



PATIENT OUTCOMES

- Patient satisfaction
- Adverse incidents occurrence
- Length of stay
- Quality of care



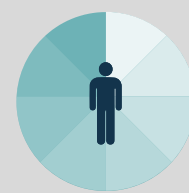
CARE DELIVERY PROCESS

- Assessment
- Plan
- Implement
- Evaluate



NURSE OUTCOMES

- Job satisfaction
- Intent to leave
- Burnout levels



ORGANIZATIONAL OUTCOMES

- Turnover rates
- Mortality level
- Bed occupancy rate
- Adverse incidents occurrence
- Complaint rates

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