



QRC: 3331

Price

One Day : \$462 inc. GST

Two Days: \$715 inc. GST

Date

08 - 09 Nov 2018

Venue

Oaks On Collins

480 Collins St , Melbourne, VI, 3000

CPD Hours

10 Hours | 45 Mins

Missed Care - Preventing Errors of Omission Conference - Melbourne 2018

A Conference for all Nurses working in Management and Education

Need for Program

"Missed nursing care" has been reported as a common phenomenon, but one that has been paid little attention. It is a subset of "errors of omission" of care that can occur in any health setting. It results from when any of the aspects of standard required nursing care is not provided. Many reasons have been identified for missed nursing care and they are similar across settings. There is a need to understand the concept of "missed nursing care", common causes, and procedures and care that are most likely to be missed, as well as how these problems can be avoided. A timely conference that uncovers this issue is essential to ensuring safe patient care will be provided and to offer an opportunity for satisfaction to increase.

Purpose of Program

The purpose of this conference is to explore the problem of missed nursing care, discover its breadth and causes, and identify practical strategies for minimising the potential for errors of omission.

Learning Outcomes

At the conclusion of this program it is expected that the participants will be able to:

- Use insights from research about predictors of missed nursing care to identify areas of concern in your own workplace setting
- Review workplace practices to ensure prioritisation and effective delegation of workload and accountability are clearly communicated
- Participate in a decision-making forum to promote practical strategies that minimise the potential for missed nursing care in your setting
- Reflect on personal strengths that you can use to assist your nursing team to collaborate on strategies to reduce the incidence of missed nursing care

Program Schedule

Day One

8:30AM Registration for Day One

9:00

Karen Cusack

Healthcare Complaints and Missed Care

The role of the health complaints commissioner is to resolve complaints made by the public in support of safe and ethical health care. This session looks at the framework for complaints and the type of complaints that reflect missed care by all health professionals. It includes:

- What is the *Health Complaints Act*?
- How does missed nursing care relate to healthcare complaints?

9:45

Dr Linda Starr

How Missed Nursing Care is Defined - Error of Omission or Error of Commission?

An error of omission occurs when specified care is not provided. This differs to an error of commission where the wrong practice is carried out. In this introductory session, we will look at why both are detrimental practices and how knowing their difference is important. It includes:

- What is missed nursing care believed to be?
- Is patient refusal missed care?
- What are the consequences?
- What kind of vigilance is needed by nurse managers?

10:30 Morning Tea

11:00

Fran Pearce

What Type of Care is Commonly Missed?

Do you know which nursing care is most likely to be missed on a shift and why? This session looks at evidence that reveals the most common types of missed nursing care. It includes:

- The most common errors of omission
- Examples of consequences of missed care

11:45

Dr Linda Starr and Fran Pearce

Audience Participation - What are Your Experiences of Missed Care?

In this open forum, we encourage participants to discuss their observations and problem-solving

tactics to missed care situations. It will also include:

- When should missed nursing care become a reportable incident?

12:45PM Lunch and Networking

1:45

TBA

Missed Care - By Design!

When nurses are located in close proximity to their patients, it is easier to keep an eye on them. It also means excessive walking is diminished and time taken to respond to call bells is improved - basically, human performance is optimised. This session looks at how the configuration of a workplace can actually encourage missed care and what can be done to prevent it. It includes:

- Examples of how the physical environment can create a situation where missed care can thrive
- What this means for teamwork, education opportunities, and supervision of novice nurses

2:30

Amanda Charles

Quality, Risk, and Missed Nursing Care

It is well-known that care between units within health can differ widely, but the reason for this is not always clear. Typically, when things go wrong, quality care gaps will focus on errors of commission. This session looks at what is emerging as the elephant in the room - errors of omission. It includes:

- How can nurse managers focus their staff on errors of omission and how it relates to quality care?

3:15 Afternoon Tea

3:30

Alex Gillian

Deteriorating Patients and the Environment of Care

It should now be clear that many reasons compound to create suboptimal work conditions that can lead to missed nursing care. When this involves patient deterioration, the consequences can be dire. So why does this happen? In this session, we will consider the contribution that the broader environment of care has in creating an incubator for such situations to occur. It will include a case study. Join in this debate that looks at the impact of the environment of care in which nurses work and consider what can be done to fix the problem.

4:15 Close of Day One of Conference

Day Two

9:00AM Commencement of Day Two

9:00

Dr Linda Starr

Legal Ramifications of Missed Nursing Care

In this session, we will analyse several court cases that involve errors of omission. This will include reference to:

- The Code of Conduct
- Standards of Care

9:45

Kathryn Salamone

It's Not my Job ... Breaking the Cultural Norm

Peer pressure is very strong - so strong that sometimes even the most assertive independent thinkers may comply with the will of the group. Staff may simply omit care because of cultural norms that exist in a particular workplace. This session looks at how a nurse manager can be influential in interpreting cultures of complacency and in turning a culture around. It includes:

- Start at the beginning - the power of orientation
- Creating a workplace that values independent thought
- The consequences of leaving work to the next shift

10:45 Morning Tea

11:15

Kathryn Salamone

Interprofessional Communication, Patients, and Missed Care

Increasingly, patient care relies on interprofessional interventions. Interprofessional communication, including genuine patient understanding, is critical to the provision of holistic care. This adds significant complexity to the work of nurses. This session will consider, in brief, two aspects of care: interprofessional and patient communication. It includes two case scenarios and asks the questions:

- What went wrong with the communication?
- What were the challenges?
- What is the impact of "status asymmetry" on communication?

12:00

Kathryn Salamone and Dr Linda Starr

Audience Participation - Examples of Good Interprofessional and Patient Communication and Why They Worked

12:30PM Lunch and Networking

1:30

Mark Aitken

Decision Regret and the Welfare of Nurses

What is the long-term impact on nurses living with knowing that the necessary care required from them on their shift was not provided? This session looks at the relationship between the welfare of

nurses and the realisation that nursing care was omitted. In particular, it will examine the issue of decision regret and nurse burnout. It includes:

- What do we know about causes of burnout and do they include errors of omission?
- What can nurses in management positions do to avert such situations?

2:15

Mark Aitken and Dr Linda Starr

Audience Discussion - Mark Aitken and Dr Linda Starr

In this session, the audience will be invited to discuss the challenges faced by nurse management when staff are not able to provide necessary care due to reasons outside their control. It will particularly address the prevention and management of nurses experiencing moral distress.

2:45 Afternoon Tea

3:00

TBA

Interruptions and Task Switching - Causes of Missed Care?

If a task that a nurse is performing is interrupted, does it take longer or less time to complete the task? The answer may surprise you. Literature has discovered that it takes less time, which might suggest some care is missed to compensate for the lost time. This vibrant session will look at brain function, multitasking, interruptions, and how this impacts your day-to-day activities. Find out:

- Are we actually able to multitask?
- Does multitasking lead to greater interruptions?
- How long does it take to resume an activity once interrupted?
- Does the time on task affect the outcome?
- What happens to your work safety when you have too many distractions?

4:00 Close of Conference and Evaluations

Presenters

Linda Starr

Dr Linda Starr is a general and mental health qualified nurse, lawyer, and associate professor in the School of Nursing and Midwifery at Flinders University. Her research interests have been in health law for health practitioners, criminal law, forensic health care, and elder abuse investigation and prosecution, which was the subject of her PhD. Linda is currently the chair of the state board of the Nursing and Midwifery Board, Australia, the director on the Board of Directors at the Aged Rights Advocacy Service, and is the founding president of the Australian Forensic Nurses Association. She has an extensive speaking record, nationally and internationally, on issues in health law, forensic nursing, and elder abuse.

Karen Cusack

Karen Cusack was appointed Victoria's inaugural health complaints commissioner in February 2017, to oversee the introduction of the Health Complaints Act 2016, which provides a process for complaints resolution about health services as well as processes for the investigation into health service providers who pose a risk to Victorians. Prior to heading up the office of the health complaints commissioner, Karen was corporate counsel of the Royal Women's Hospital and has over 20 years' experience as a senior lawyer. She has undertaken various postgraduate studies, including a Master of Laws from Monash University. Karen has held a number of board and statutory appointments and she is currently a member of the Disability Services Board and a board director of the Accident Compensation Conciliation Service. In 2017, Karen was appointed by the minister for health to an Expert Working Group advising on legislative reforms from "Targeting Zero: review of hospital safety and quality assurance in Victoria". Karen is passionate about the role she plays within the Victorian health sector.

Fran Pearce

Fran Pearce is an education coordinator at a large metropolitan teaching hospital. She has extensive experience in orthopaedic nursing, including orthopaedic case management and nurse unit management, in both Australia and Northern Ireland. Fran regularly lectures on the topic of orthopaedics and is consistently highly evaluated by those who attend her sessions.

Amanda Charles

Amanda Charles is the associate director: risk at Austin Health, where she has been for the last five years. Amanda has worked as a Registered Nurse for almost 40 years in the public sector, generally in critical care areas, specifically emergency nursing. More recently, Amanda was employed at the Coroners Court, Victoria within the Clinical Liaison Service to assist the coroners in their investigations of healthcare-related deaths. Amanda is in the final stages of a PhD at Monash University where she is researching clinicians' understanding of deaths that are reportable to the Coroner.

Alexandra Gillian

Alexandra Gillian has been a Registered Nurse for 29 years and an emergency ambulance paramedic for 13 years, with intensive care qualifications in both fields. She has also obtained a cert IV in training and assessment. As director of, and principal trainer for, Confident First Aid Management Pty Ltd, her extensive experience in acute care settings has laid solid foundations for her delivery of accredited first aid and mental health first aid training conducted nationwide. In addition, she draws on her extensive general and specialised clinical experience when providing workshops and seminars. Alexandra is an engaging presenter with a passion for empowering colleagues to deliver the safest, most appropriate, patient-focused care.

Kathryn Salamone

Kathryn Salamone has worked in nursing for over 30 years. In the years since, Kathryn has completed a Masters of Nursing Science, Graduate Diploma of Education (Nursing), Graduate Certificate in Clinical Practice and Management (Oncology) and is currently enrolled in a Masters of Public Health. Her main clinical focus was oncology, haematology, palliative care, and aged care nursing; with the last 20 years in various clinical education and teaching roles. She is passionate about professional practice and the issues faced in nursing today. Kathryn currently works at a large metropolitan hospital in Victoria.

Mark Aitken

Mark Aitken has been a proud Registered Nurse for over 30 years. He has worked in many areas of nursing and midwifery, including general surgical and medical units, critical care, sexual and reproductive health, education, research, project management, maternity services, and residential, community, and speciality aged care services. Supporting nurses and midwives has been a constant in Mark's career. He believes that patients receive the best care when staff are supported. Mark is currently the stakeholder manager at Nurse & Midwife Support (NM Support). NM Support provides nurses and midwives, students, and anyone concerned about the welfare of a nurse or midwife with confidential, anonymous, and free advice and referral. The goal of NM Support is to promote better health for nurses, midwives, and students, as well as safer care for the public.

To Be Determined

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