GLOBUS PUBLICATION

Globus An International Journal of Medical Science, Engineering and Technology
A Refereed Research Journal
Vol 13 / No 1 / Jan-Jun 2024 ISSN: 2319-8958

BEHAVIORS, BARRIERS AND MOTIVATION TO INCIDENT REPORTING AMONG STAFF NURSES

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Paper Received: 10.12.2023 / **Paper Accepted**: 05.01.2024 / **Paper Published**: 07.01.2024
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Abstract

Background: Incident reporting is crucial since it raises the healthcare facility's awareness about the things that can go wrong so that corrective and preventative actions can be taken promptly. Without the communication channel provided by incident reporting protocols, a variety of threats to safety could go undetected and unresolved.

Methods: The study made use of the descriptive-correlational research design. This study was conducted in a selected medical institution in Bulacan. The institution is the largest secondary hospital in Malolos, Bulacan. The total sample of the study is 78 nurses.

Result: The findings reveal a positive reporting culture regarding incidents that were realized and corrected before affecting the patient. However, incidents with no potential harm to the patient were reported less frequently. To enhance patient safety, healthcare organizations should focus on fostering a reporting culture that promotes the reporting of all errors, regardless of their potential harm.

Conclusion: This comprehensive study on behaviors, barriers, and motivation to incident reporting in nursing care has provided valuable insights into the factors influencing the reporting culture among nurses.

Keywords: Barriers, Behaviors, Motivation, Incident Reporting.

Introduction

In any health care facility, such as a hospital, nursing home, or clinic, an incident report is a form that is filled out in order to record particulars of an unusual event that occurs, such as an injury to a patient, near misses, or any security incidents, to gather the details for formal documentation and investigation. Incident reporting is crucial since it raises the healthcare facility's awareness about the things that can go wrong so that corrective and preventative actions can be taken promptly. Without the communication channel provided by incident reporting protocols, a variety of threats to safety could go undetected and unresolved.

Though in most cases, reporting something unusual that happened at the facility doesn't exactly translate to meaningful use, it is important to remember that it shall serve as a legal document that prompts facilities, institutions, or organizations to take immediate action for resolution. More so, it is critical that incidents are reported immediately, or at least within the day of their occurrence, regardless of their severity, to ensure that records will be considered valid and reliable.

In hospitals, errors continuously rise, becoming a threat to public health. Hospitals are viewed as places where healing, promotion of health, and well-being happen; unfortunately, incidences of injury and sickness also rise because of errors. This results in complications leading to a more serious reaction, affecting the length of hospital stay and increasing costs. This may also cost lives. In order to improve patient safety, incident reporting (IR) in hospitals

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has been advocated. Reducing harm, identifying safety hazards, and developing interventions are the primary purposes of IR (Carlfjord, 2018). A feasible way to improve the quality of care in developing countries is through incident reporting.

It is seen as an essential component of the culture of the system (Al-Oweidat, 2023). Unintentional harm among health care providers can be minimized through medical incident reporting (Naome et al., 2020). Implementing incident reporting in healthcare and associated contexts is a crucial step in addressing patient safety (Alshammari, 2020). Practicing reporting incidents is a key element in improving patient safety.

Methods

Research Design

The study made use of the descriptive-correlational research design. In this study, the descriptive design measured the profile of the respondents and the correlational design looked into the relationship between the level of knowledge and the extent of compliance of the respondents on prenatal care.

Respondents of the Study

This study was conducted in a selected medical institution in Bulacan. The institution is the largest secondary hospital in Malolos, Bulacan. The total sample of the study is 78 nurses.

The study's respondents were selected using purposive sampling, targeting staff nurses employed in the hospital for more than 6 months, ages 20 and above both male and female.

Instruments of the Study

The researcher adopted and modified a questionnaire from Naome et al. (2020) entitled Practice, perceived barriers, and motivating factors to medical-incident reporting: a cross-section survey of health care providers at Mbarara regional referral hospital, southwestern Uganda. A modification to the questionnaires was tailored to fit the content of the current local practices or the target population in the country and to bring out a more precise and concrete answer from the respondents. The modified tool underwent pilot testing to ensure the validity and reliability of the content to the geographical location of the study.

Results

Behaviors

The findings reveal a positive reporting culture regarding incidents that were realized and corrected before affecting the patient. However, incidents with no potential harm to the patient were reported less frequently. To enhance patient safety, healthcare organizations should focus on fostering a reporting culture that promotes the reporting of all errors, regardless of their potential harm. Creating supportive reporting systems, educating healthcare professionals on the importance of reporting, and implementing non-punitive approaches are crucial steps towards improving reporting behaviors and ultimately enhancing patient outcomes.

This study was inclined to give an overview of incident reporting in healthcare settings, emphasizing its importance, obstacles, motivators, and particular factors to take into account for various regions and kinds of errors. To improve patient safety and care quality in healthcare settings, incident reporting is essential. To encourage incident reporting among healthcare personnel and eventually improve patient outcomes, it is imperative to address barriers and cultivate a supportive organizational culture.

This section examined the reporting behaviors of healthcare professionals for mistakes without patient harm or those corrected before impacting the patient. The findings reveal a positive reporting culture regarding incidents that were realized and corrected before affecting the patient. However, incidents with no potential harm to the patient were reported less frequently. To enhance patient safety, healthcare organizations should focus on fostering a reporting culture that promotes the reporting of all errors, regardless of their potential harm. Creating supportive reporting systems, educating healthcare professionals on the importance of reporting, and implementing non-punitive approaches are crucial steps towards improving reporting behaviors and ultimately enhancing patient outcomes.

Barriers

The findings highlight the importance of addressing knowledge gaps, establishing incident report teams, securing management support, ensuring confidentiality, fostering supportive staff relationships, and promoting a non-punitive reporting culture. By addressing these barriers, healthcare organizations can enhance incident reporting practices, facilitate continuous learning and improvement, and ultimately enhance patient safety.

This finding suggests that there is a need for education and training programs to enhance healthcare professionals' understanding of incident reporting processes, the importance of reporting errors, and the potential impact on patient safety. This assessment of the level of incident reporting among staff nurses in terms of barriers provides valuable insights into the challenges faced by healthcare professionals in reporting medical errors. The findings highlight the importance of addressing knowledge gaps, establishing incident report teams, securing management support, ensuring

confidentiality, fostering supportive staff relationships, and promoting a non-punitive reporting culture. By addressing these barriers, healthcare organizations can enhance incident reporting practices, facilitate continuous learning and improvement, and ultimately enhance patient safety.

Despite the high critical incidence rate, there is a low reporting rate, which can be attributed to several factors, including a lack of understanding of the reporting process, fear of medico-legal issues, unwillingness to give facts, and fear of colleagues' judgment. Similarly, Lack of a formal incident reporting framework is one of the perceived hurdles. The absence of an event reporting team, ignorance, and fear of punishment are further contributing variables (Naome et al., 2020).

Driving Force

These findings emphasize the importance of fostering a culture that promotes open communication, provides support to healthcare professionals, and prioritizes learning from incidents. Healthcare organizations should focus on implementing strategies to address barriers, enhance education and training programs, establish effective communication channels, and ensure leadership support to motivate staff nurses to report incidents consistently and contribute to patient safety.

Motivation plays a vital role in incident reporting among staff nurses as it influences their willingness to report medical errors and contribute to patient safety. This section aims to assess the level of incident reporting among staff nurses in terms of motivation, based on the assessment of respondents. The data presented in this study provides valuable insights into the factors that motivate or discourage staff nurses from reporting incidents and sheds light on areas that can be improved to enhance incident reporting within the hospital.

The assessment of the level of incident reporting among staff nurses in terms of motivation reveals important findings regarding the factors that influence incident reporting behaviors. While rewards and incentives may not be perceived as strong motivating factors, the presence of a good communication system, corrective actions in response to reported incidents, training programs, supportive administration, knowledge on incidents, and a well-defined reporting system were identified as strong motivators for incident reporting.

Conclusion

This comprehensive study on behaviors, barriers, and motivation to incident reporting in nursing care has provided valuable insights into the factors influencing the reporting culture among nurses. The findings highlight the significance of incident reporting as a crucial tool for identifying and mitigating nursing errors to ensure patient safety and quality of care. Understanding the demographic profile of the nursing staff, including age, gender, educational level, years of service, nursing position, working hours, hospital type, and area of assignment, has shed light on how these personal characteristics may influence incident reporting.

Acknowledgments

The authors would like to extend gratitude to the University for the support in this research work.

Conflicts of Interest

The authors declare that there are no significant competing financial, professional, or personal interests that might have influenced the performance or presentation of the work described in this manuscript.

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