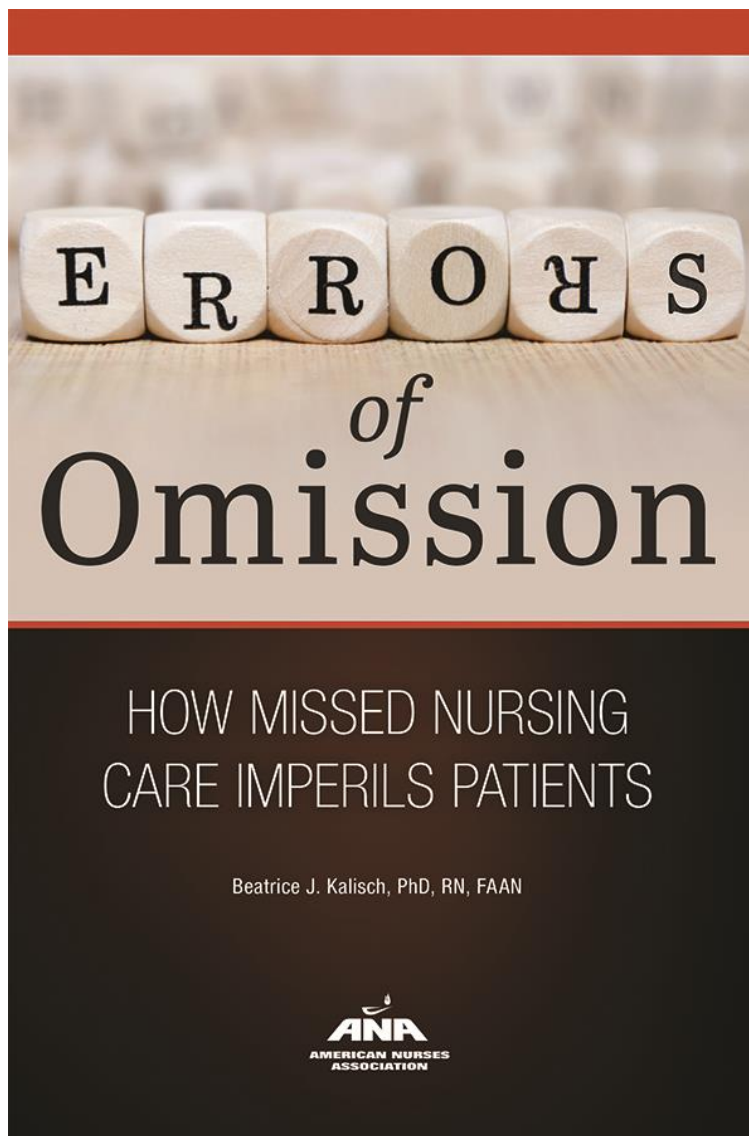


Errors of Omission: How Missed Nursing Care Imperils Patients

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Note: Each chapter contains an extensive listing of references.

Part 1: The Problem

1. Patient Safety: Errors of Omission

A Patient Experience
The Patient Safety Movement
Patient Errors
The Missed Nursing Care Model

2. Missed Nursing Care

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Studies of Missed Nursing Care

3. Reasons for Missed Nursing Care

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4. Variations in Reports of Missed Nursing Care by Role

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5. Missed Nursing Care in Magnet Hospitals

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6. International Missed Nursing Care

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7. Missed Nursing Care in the Operating Room

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8. Patient Reports of Missed Nursing Care

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Implications of Studies

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9. Patient Outcomes of Missed Nursing Care

The Consequences of Not Providing Nursing Care

10. Nursing Staff Outcomes of Missed Nursing Care

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Study Method
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Explanatory Theories

11. Staffing and Missed Nursing Care

Staffing and Patient Outcomes
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12. Teamwork and Missed Nursing Care

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RN and NA Teamwork
Development and Testing of the *Nursing Teamwork Survey*
Variations of Nursing Teamwork
Staffing Levels and Teamwork
Job Satisfaction and Teamwork
Teamwork and Quality and Safety of Care
Teamwork and Missed Nursing Care

Part 2: Strategies to Decrease Missed Nursing Care

13. Culture and Leadership Strategies

Organizational Culture
Culture Change
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14. Teamwork Strategies

Culture
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15. Patient and Family Engagement

Why Patient Engagement?
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Patient and Family as Team Members
What Does Patient Engagement Achieve?
Transparency and Patient Voice
Potential Negative Effect of Patient Engagement
Strategies to Facilitate Patient Engagement

16. Technology Strategies

Why Technology?
Technology Solutions
Technology and Quality Improvement
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Gaps in Knowledge
Future Directions and Research