



Service Priorities and Programmes
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**Understanding Nurses' Behavior Leading To Medication Administration Errors
in United Christian Hospital**

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Introduction

The prevalence of medication incidents is varied from countries and centuries. The medication administration of nurses to reporting errors and the measures of organizations to suggesting prevention in health care have been extensively studied, but there is very limited literature considering nurses' behavior leading to medication administration errors (MAEs) in hospitals.

Objectives

The aims of the study were to understand nurses' behavior on medication administration currently and to determine how these behaviors might cause medication incidents. Further, it aimed to understand how much nurses perceived the existing measures to prevent MAEs. Based on the findings, we intended to give some recommendations to improve the phenomenon of mal-behavior of nurses. Finally, we hoped to strengthen nurses' knowledge and rectify their concepts of inappropriate behavior of medication administration.

Methodology

Based on the analyses of the incident review which has been published in a Journal, the behavior and practice of nurses that might potentially lead to incident during medication administration was generated in terms of various scenarios under a modified participatory action research design. The questionnaire which was validated with face validity by staff with managerial levels was given to nurses of eight designated departments in the six identical face-to-face surveying sessions by convenience sampling design.

Result

The inappropriate behaviors carried out by nurses with different ranks and working experiences in regards to various scenarios were identified. It was found to be significantly associated with various types of MAEs in particular departments. The inappropriate behavior might be due to internal attributes including knowledge deficits, complacency and speak-up culture as well as external attributes including automation

system, supervision, training and communication. Nurses were found less compliant with the principle of primary nursing during medication administration. Most of nurses did not know parts of the guideline implemented in hospital. Frontline nurses were seldom to participate in the medication safety forum in the past one year. Risk of MAEs nurses committed is inherent in the process of medication administration, and if not properly managed, incidents will happen. In this survey study, various risks of nurses' behaviour have been identified in the process of the medication administration. Although there are safety policies/ guidelines, organization (i.e. Medication Safety Committee), incidents investigation and reviews/ audits implementing in UCH, relevantly weak at safety communication tools by means of sharing forum, email and bulletins as well as safety training to senior nurses may need to be improved. The nursing implications were recommended to uphold a safety behavior in terms of widespread managements at from personal to corporate level.