

Pregledni znanstveni članek / Review article

## Dejavniki neizvedene zdravstvene nege: sistematični pregled literature

### Factors for missed nursing care: A systematic literature review

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**Ključne besede:** neizvedena zdravstvena nega; racionalizacija; medicinske sestre

**Key words:** missed nursing care; rationing; nurses

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#### IZVLEČEK

**Uvod:** Neizvedena zdravstvena nega je koncept, ki se pojavlja v zdravstveni oskrbi pacientov po vsem svetu. Namen sistematičnega pregleda literature je opisati neizvedeno zdravstveno nego in pridobiti razumevanje povezanosti koncepta z dejavniki za njen nastanek.

**Metode:** Uporabljen je bil sistematični pregled literature, izveden v podatkovnih bazah PubMed, CINAHL, Wiley library online, COBISS.SI februarja in marca 2020. Iskalni pojmi so bili: neizvedena zdravstvena nega, zamujena oskrba; v angleškem jeziku pa *unfinished nursing care, missed nursing care, implicit rationing, care left undone*. Iskalna strategija je temeljila na vključitvenih kriterijih: znanstvena revija, recenzirana publikacija, dostopnost v polnem besedilu, slovenski ali angleški jezik, obdobje 2015–2020. Rezultati so bili analizirani s tematsko analizo.

**Rezultati:** Skupaj je bilo identificiranih 1.667 in v končno analizo vključenih 16 zadetkov: dva sistematična pregleda literature, dvanajst presečnih raziskav in dve opisni kvalitativni raziskavi, kar skupaj združuje rezultate 88.294 zaposlenih v zdravstveni negi iz 21 držav. Rezultati so pokazali tri skupine dejavnikov za neizvedeno zdravstveno nego: kadrovske značilnosti, značilnosti delovnega okolja in timsko delo s komunikacijo.

**Diskusija in zaključek:** Rezultati kažejo, da so vzroki za neizvedeno zdravstveno nego kompleksni in nekonsistentni. Med državami se razlikujejo tudi zaradi različnih izobraževalnih sistemov v zdravstveni negi. Povezani so z dejavniki v zdravstveni organizaciji in značilnostmi medicinskih sester. Če želimo na nacionalni ravni ugotoviti količino in obseg neizvedene zdravstvene nege, potrebujemo lastne podatke o stanju na tem področju v Sloveniji.

#### ABSTRACT

**Introduction:** Missed nursing care is a concept that is emerging in patient healthcare around the world. The purpose of a systematic literature review is to describe missed nursing care and gain an understanding of the connection between the concept and the factors for its emergence.

**Methods:** A systematic literature review was conducted in February and March 2020 in databases PubMed, CINAHL, Wiley library online, COBISS.SI. The search terms were: unfinished nursing care, missed nursing care, implicit rationing, care left undone. The search strategy was based on inclusion criteria: scientific journals, peer-reviewed publications, full text, the Slovenian or English language, period 2015–2020. The results were analyzed with a thematic analysis.

**Results:** A total of 1,667 articles were identified and 16 were included in the final analysis. Of these, there were two systematic literature reviews, twelve cross-sectional studies, and two descriptive quantitative studies, bringing together the results of 88,294 nursing staff from 21 countries. The results showed three groups of factors for missed nursing care: staffing characteristics, characteristics of the work environment and teamwork with communication.

**Discussion and conclusion:** The results show that the causes for missed nursing care are complex and inconsistent. They differ between countries also due to different nursing educational systems. They are related to factors in a health care organization and the characteristics of nurses. If we want to determine the quantity and scope of missed nursing care at the national level, specific data regarding this area in Slovenia is needed.



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