Errors of Omission: How Missed Nursing Care Imperils Patients
Beatrice J. Kalisch, PhD, RN, FAAN

2. Missed Nursing Care
   Studies of Specific Elements of Nursing Care
   Studies of Missed Nursing Care

3. Reasons for Missed Nursing Care
   Qualitative Study
   Quantitative Studies
   Other Reasons for Missed Nursing Care

4. Variations in Reports of Missed Nursing Care by Role
   Nurses versus Nursing Assistants
   Nursing Staff versus Nurse Leaders

5. Missed Nursing Care in Magnet Hospitals
   Background
   Previous Studies
   Study Methods
   Study Findings

6. International Missed Nursing Care
   Previous Studies
   Current Study

7. Missed Nursing Care in the Operating Room
   Patient Safety in the Operating Room
   Nursing Care in the Operating Room
   Preoperative Patient Safety Bundle Items
   Case Studies of Missed OR Nursing Care
   Study of Missed OR Care

8. Patient Reports of Missed Nursing Care
   Qualitative Study: What Can Patients Report?
   MISSCARE Survey—Patient
   Qualitative Study: What Care is Missed?
   Comparison of Patients, RNs, and NAs
   Implications of Studies

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
Errors of Omission: How Missed Nursing Care Imperils Patients
Beatrice J. Kalisch, PhD, RN, FAAN

9. Patient Outcomes of Missed Nursing Care
   The Consequences of Not Providing Nursing Care

10. Nursing Staff Outcomes of Missed Nursing Care
    RN Shortages
    Previous Studies
    Study Method
    Study Findings
    Explanatory Theories

11. Staffing and Missed Nursing Care
    Staffing and Patient Outcomes
    Study of Missed Nursing Care and Staffing

12. Teamwork and Missed Nursing Care
    Teamwork Behaviors
    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
    Leadership
    Summary

14. Teamwork Strategies
    Culture
    Leadership
    Team Size
    Physical Layout
    Teamwork Training
    Model of Care
    Handoffs

15. Patient and Family Engagement
    Why Patient Engagement?
    Levels of Engagement
    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
    Alert or Alarm Fatigue
    Gaps in Knowledge
    Future Directions and Research

ANA
AMERICAN NURSES ASSOCIATION