

The impact of medical error on health professionals: A systematic review of research 1980-2009



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Barriers to reporting errors



- House of Commons Health Committee (2009)
 - Inaccurate/ineffective reporting systems
 - Confusion when/what to report (NPSA, 2004)
 - ‘the significant extent of under-reporting, which is caused by several factors (particularly the continued absence of a “fair blame” culture in much of the NHS);’ (pg. 38)
- Lawton & Parker (1999); Armitage , Newell & Wright (in press):
 - Fear of blame, shame, disapproval
 - Fear of litigation/punitive action
 - Fear of detriment to professional relationships

Research questions

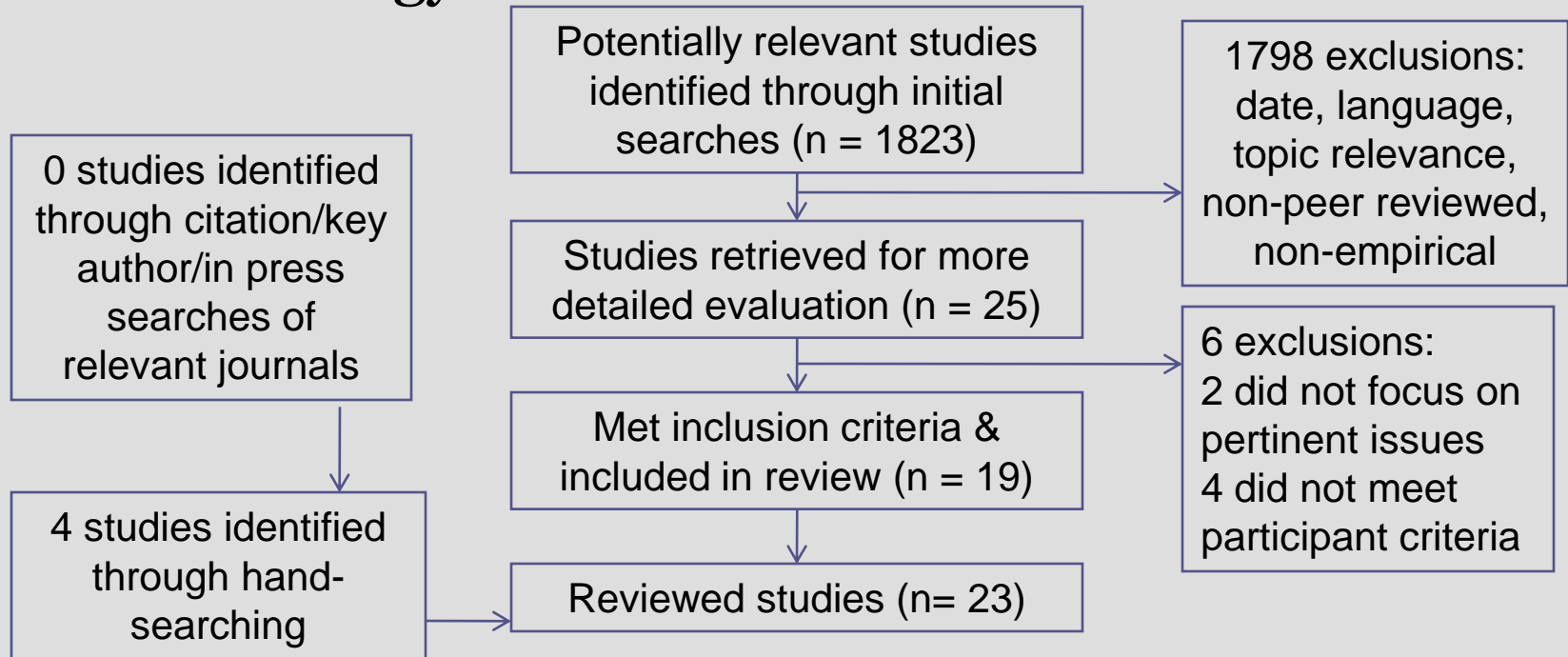


- What is the impact of being involved in a medical error on the health professional?
- How do health professionals cope in the short and longer-term when they have been involved in a medical error?
- Are there any factors that influence the immediate response to error and/or the way in which individuals cope?

Systematic review: Studies identified



- Search strategy



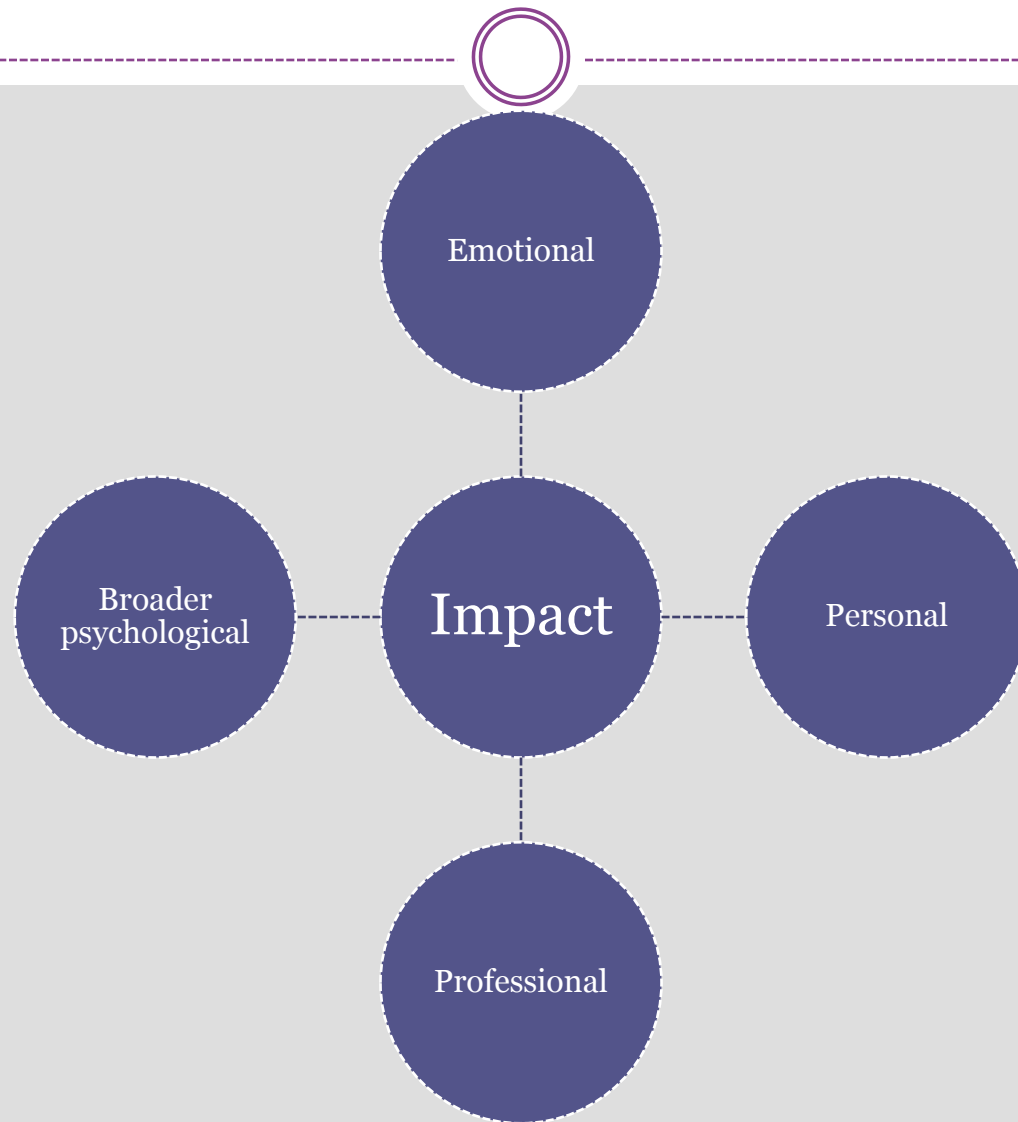
- Synthesis
- Quality assessment

Study Characteristics

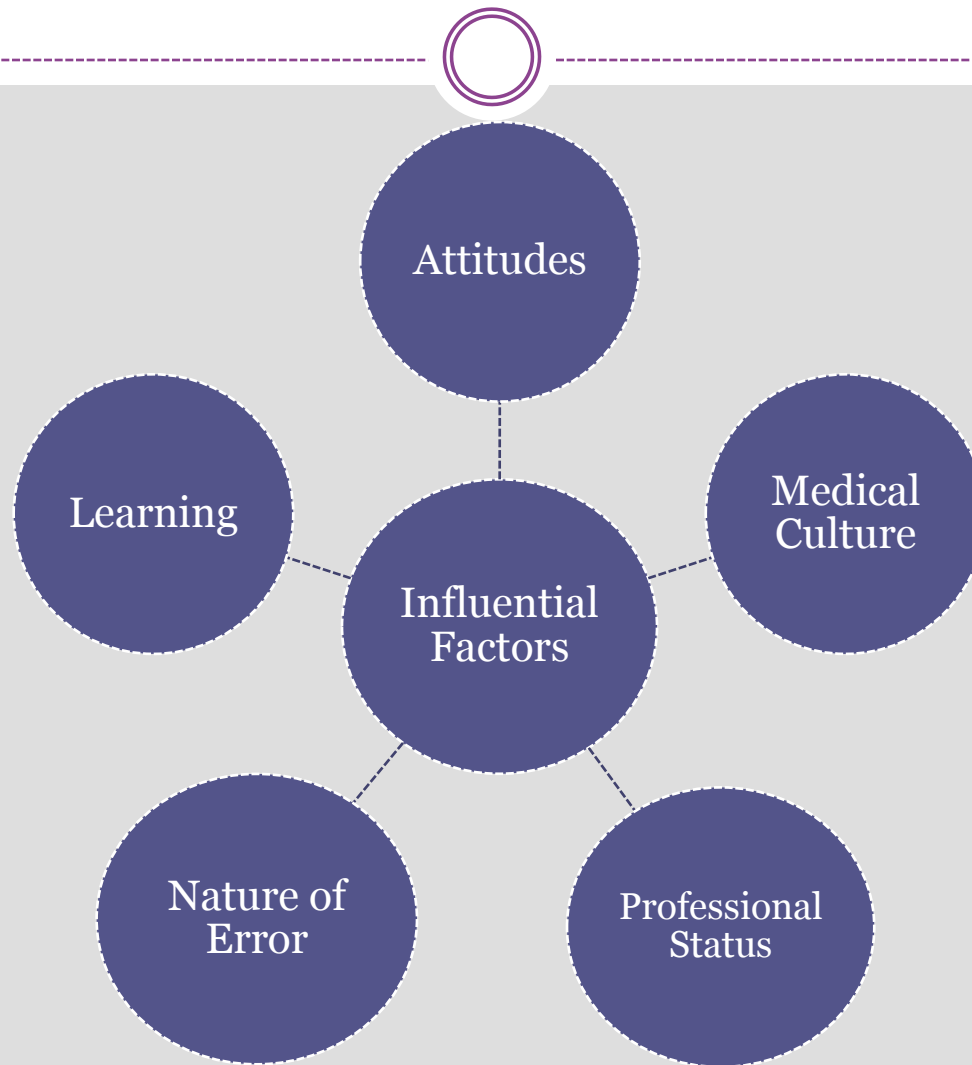


- Locations – (USA 18, Europe 4, NZ 1)
- Samples
- Study design
- Outcomes – measures, type of error

Findings



Findings



Gaps in knowledge



- Coping – successful & unsuccessful
- Longer-term effects
- Moderating factors
- Positive outcomes

Current research goals



- To understand the psychological impact of making an error on health professionals.
- To gather perspectives on managing error from health professionals and management staff.
- To identify potential strategies for intervention to improve support.

Thank you

Any questions?