

Title The meaning of the experience of nurses that don't respect protocols

Introduction

To improve patient safety, many health care organisations have implemented standards/protocols for different care processes (Mula et al., 2019). Sometimes all of this is viewed by nurses as barriers and they use workarounds to overcome the problem. The workaround is an intentional change to existing work system/procedure to lessen the impact of obstacles and established practices, or structural constraints (Alter S., 2014). The moral judgment attributed to this by each individual operator involved, is important.

Objectives

To investigate the experiences lived by nurses linked to not respecting the procedures, the protocols and the rules, defined by the organization, during their daily activity.

To answer the research question: What is the experience lived by nurses when they do not follow the protocols?

Methodology

We chose the phenomenology research method. For data collection, we used in-depth and semi-structured interviews. Initially we estimated 10-12 participants but to reach saturation, we did 16 interviews. The interviews were recorded and transcribed verbatim. The collected data was analysed by the Colaizzi's Method (1978). After highlighting the units of meaning and defining labels to identify them, it was possible to group these labels into sub-themes and then identify the recurring themes and insert them in the Thematic Framework.

Results

Phenomenology allowed us to describe the phenomenon and to discover aspects rooted in the experiences lived by the participants. It was possible to deepen and understand the meaning of the experience they lived from their own perspectives.

What emerged from the data analysis was how the violation (of the rules / protocols) is an experience that can be described through 4 thematic categories: Living the profession in saved time; Sense of personal responsibility; Emotional aspects; Perceiving contingencies as a guide to action.

We also observed the participants' difficulty in talking about themselves and what happens in their professional activity.

Conclusions

Two interesting aspects: live the protocol as something that comes from above and is imposed, underline the importance to introduce a participatory model to define and implement procedures. The identification of acts that the professionals decide to be able to derogate opens the big chapter related to "Missed Care".

Keywords

Protocol respect; workaround; phenomenology

References:

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