



School of Nursing and Midwifery

University of  
South Australia

Confidence in Competence: The Search for the Holy Grail  
Nurses' Perceptions of Missed Care: A Critical Discourse Analysis

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# Faculty Disclosure

**Faculty Name:**

**Conflicts of Interest:**

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The School of Nursing & Midwifery (UniSA)

None

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- New Public Management in Australia
- Redesigning care and work intensification.



# Missed nursing care: South Australia

- Online survey conducted through the Australian Nursing and Midwifery Federation South Australian Branch (ANMFSA) portal using a modified version of the Bernice Kalisch's MISSCARE tool (Kalisch and Williams 2009; Blackman et al. 2015)
- Permission from the Directors of Nursing in two metropolitan public hospitals to conduct qualitative interviews – n=21
- The call for participants clearly linked our study to the concept of missed care, but also made special mention of our interest in talking to nurses in middle management who worked non-standard shifts



# Discourses of care

- Organizing nurses' work: missed care, rationed care or care left undone - which is it?
- (Re)embracing the 'fundamentals of care'
- Rounding as risk management; promoting patient centred-care, efficiency measure and regulating nursing practice



# References

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