Registered Nurses and Digital Immigrants Resistance to Use of Technology
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PURPOSE
The purpose of this pilot project is to evaluate the attitudes regarding technology of digital immigrants in order to improve nursing care and outcomes.

BACKGROUND
Missed nursing care is a specialized type of error that is categorized by the Agency for Healthcare Research and Quality as an “error of omission” (Agency for Healthcare Policy and Research [AHRQ], 2015). Missed care jeopardizes patient outcomes by impacting the patient through lapses in the provision of fundamental nursing and personal care health education (AHRQ, 2015). Technology plays an important role in patient safety by prompting the efficient provision of care (Nkosi, Asah, & Pillay, 2011). Notification of the nursing staff through the electronic health record for example, prompt medication safety and reduction of pressure ulcers and contribute to cultures in which patient safety are the norm (AHRQ, 2015). The lack of standardized guidelines and education for nurses in direct patient care may lead to an increase in preventable injuries, such as pneumonia and pressure ulcer development, and needs further investigation (Piscotty, Kalisch, & Gracey-Thomas, 2015).

RESULTS
Results from the study concluded that missed nursing care jeopardizes quality, safety and cost of patient care. A descriptive survey design was used. Data collected from the MISSCARE Nursing Survey, a two part quantitative and qualitative survey, was analyzed using SPSS version 22. Approval was obtained from the Institutional Review Board. Permission from the author of the MISSCARE Nursing Survey was granted. The survey was distributed to nursing students enrolled in the bachelor’s of science degree program at Lubbock Christian University.

Demographics
The nursing students were 78.6% females and 14.3% males with the majority being between 25 and 44 years old (64.3%). Experience ranged from 2 to 10 years in nursing. Their highest educational level in nursing was an associate degree (ADN) (85.7%). The majority of the nursing students were employed as a staff nurse (RN), working 12 hour shifts during the day (71.4%) and were satisfied with being a nurse, working at least 32 hours a week (92.9%).

Quantitative Results
During their shift at work, the nursing students felt staffing was inadequate most of the time (78.6%) and felt satisfied with teamwork (57.1%). The results of this study analysis show a concerning amount of missed care. The most frequently cited missed care were ambulation (57.1%), medications administered within 30 minutes of scheduled time (42.9%), turning patients (35.7%), and patient teaching (35.7%). The least missed care was patient assessments performed each shift and bedside glucose monitoring.

Qualitative Results
The narrative comments indicated most were satisfied in their current position, and satisfied with being a nurse. The nursing students did feel staffing was inadequate most or all of the time, but most were satisfied with the level of teamwork.

DISCUSSION
Digital immigrants are those born in the 1990’s and before who are resistant to the evolving use of technology in healthcare, are thought to contribute to the problem of missed care by ignoring electronic notifications or through failure to use available technologies to support patient care; however, the full impact of missed nursing care by technology nurse resisters is not fully understood (Piscotty, Kalisch, & Gracey-Thomas, 2015).

RESEARCH QUESTION
What is the effect of a technology training program as compared to standard policy and procedure information on nurses’ level of resistance to technology use as measured by the MISSCARE Nursing Survey over a one month period?

CONCLUSIONS
This small study is limited and suggests interventions must be proposed by nursing and hospital policy in order to enhance upon the present quality and safety of care.

CLINICAL SIGNIFICANCE
Time management and critical-thinking skills are improved with nursing years of experience, enhancing practice competency, responsibility and commitment. The results of this limited study imply nurses require more detailed educational training on new technology programs with time to comprehend new knowledge learned; however, it is noted that formal and higher education supports knowledge learning. Regardless of adequate preparation and guidelines, responses from this limited study confirm nursing care is routinely missed. Continual evaluation of the level of staffing, effective communication, and delegation by an effective supportive management team promotes improved patient outcomes.

REFERENCES
Available upon request

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