

## Sigma's 29th International Nursing Research Congress

### The Nurse's Perception of Check Back in Health Team Resource Management: A Pilot Study

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#### **Background**

Teamwork in the healthcare system has a profound impact on patient care safety as well as through improved communication and teamwork. The core teamwork skills are leadership, situation monitoring, mutual support, and communication. Taiwan patient safety reporting system pointed out that the "communication factors" caused problems because of the fact that the healthcare team had poor communication and these problems are found in the highest proportion in various related events. Therefore, the implementation of team resource management technique can reduce medical errors by improving safety climate and care quality.

#### **Objective**

The aim of this study is to survey the knowledge, attitude and behavior of nurse's perception of check back in health team resource management.

#### **Methods**

This was a cross-sectional study. In April, 2017, we invited all of the participants in the medical center hospital in south Taiwan. We used questionnaires to survey the nurse's perception of check back in health team resource management.

#### **Results**

There were 92% of the nursing staff said they had heard of check back. In terms of the knowledge of check back only 64% of the staff can correctly answer. They think check back clinical situation includes "when receiving physician oral order" (96%), "when using an ambulance drug" (88%), "when prepared intubation for emerge" (84%). Therefore, in practice they really need to implement check back clinical situation include "when receiving physician oral order" (84%), "when using an ambulance drug" (80%), "when prepared intubation for emerge" (80%). Even if 92% staff had heard check back, there were only 64% had enough knowledge. As a result, they need more education and practice to improve their ability of check back.

#### **Conclusion**

The team resource management concept promoted communications between team members, established emotional links, and suggested early implementation of team technique education to improve safety climate and care quality. Teamwork in the healthcare system has a profound impact on patient care safety and very important.

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**Title:**

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### **Keywords:**

check back, patient safety and team resource management

### **References:**

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### **Abstract Summary:**

The team resource management concept promoted communications between team members, established emotional links, and suggested early implementation of team technique education to improve safety climate and care quality.

### **Content Outline:**

The team resource management concept promoted communications between team members, established emotional links, and suggested early implementation of team technique education to improve safety climate and care quality.

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