

# Missed nursing care before and during the COVID-19 pandemic: A comparative cross-sectional study

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## Abstract

**Aim:** This study aimed to compare perception of nurses about missed care for the patients before and during the coronavirus disease 2019 (COVID-19) in Jordan. It also examined how nurses differed in terms of the type of missed care and the factors that contributed to it before and during the COVID-19 pandemic. Additionally, socio-demographic factors, including gender, educational level, length of clinical experience, work position, age, and type of shift, were examined to evaluate their association with missed nursing care.

**Background:** Missed nursing care refers to omission of any aspect of required patient care. Missed care lowers patient satisfaction and also leads to adverse hospital outcomes.

**Methods:** We adopted a cross-sectional design among 260 nurses working in medical/surgical wards and intensive care units. Views of 130 nurses before COVID-19 were compared with views of 130 nurses during the COVID-19 pandemic. We used the Arabic version of the MISSCARE survey. Data were collected between November 2019 and May 2020.

**Results:** During COVID-19, nurses had significantly higher satisfaction levels and lower levels of absence and intention to leave than nurses before the COVID-19 pandemic. Differences were observed between nurses' perceptions of missed care before and during the COVID-19 pandemic. It was observed that missed nursing care increased during COVID-19. The inadequate number of staff nurses was the main reason for missed care activities among both groups. Additionally, age and shift type were significantly associated with an increased reason for missed nursing care among both groups.

**Conclusion and implications for nursing:** Nurses reported higher satisfaction levels and fewer absences and planned departures during this period. Nurse managers should pay attention by maintaining high satisfaction levels and formulating appropriate policies to reduce missed care levels and thus improve patient care quality.

## KEYWORDS

COVID-19, MISSCARE survey, missed care, nurses, reasons for missed care, satisfaction

## INTRODUCTION

Quality nursing care is an essential element for patient safety, as sub standard nursing care directly contributes to adverse effects for patients (Keogh, 2013). Missed care has been associated with preventable adverse events (Henderson et al., 2017; Kalisch & Xie, 2014). Missed nursing care have a negative impact not only on the quality of health care but also on patient outcomes such as patient satisfaction and readmission (Kalisch & Xie, 2014). Missed nursing care is demonstrated to

have a tremendous impact on nurses' health, job commitment, and personal lives and can result in psychological burnout to a certain extent (Alfuqaha et al., 2019; Jiang et al., 2017). Therefore, missed nursing care has become a major hospital problem requiring urgent attention from decision-makers.

Missed nursing care can be illustrated by unfinished duties, delayed and ineffective care that is mainly related to workplace factors, personal factors, and job demand resources (Jones et al., 2015). According to the previous study, there are three reasons for missed nursing care. The reasons include labor