

Abstract:

Introduction and objectives: medication errors and refusal to report them are among the factors threatening to patient safety and increase hospital mortality and costs. This research has been done with the aim of survey of factors affecting on medication errors and refusal to report them from nurses viewpoints working in emergency departments of teaching hospitals affiliated to kerman university of medical science in 2016, and priorotizing them with using analytical hierarchy proces in order to detect and prevent from the most important and most medication errors in these discussed.

Methods: This study was descriptive- analysis and done sectional manner. In this research were examined 166 nurses and head nurses in emergency teaching department of hospitals in Kerman. Sampling was done by census method. In order to analyzing the data used three questionnaires. The first questionnaire was the questionnaire of factors affecting on medication errors with 33 items and 6 components including: drug causes, causes related to nurse, causes related to nursing management, causes related to communication, causes related to doctor. The second questionnaire was the questionnaire of refusal to report of medication errors, with 22 items and 4 components including: reporting outcomes, administrative factors, factors related to reporting and factors related to the system. The questionnaire of Analytical Hierarchy Proces (AHP) used for components prioritize with 21 item. Data analysis did both descriptive and inferential through t with two independent samples and analysis of variance and using statistical software of SPSS and using Analytical Hierarchy Proces prioritized the variables.

Results: The most causes of medication errors from viewpoints of nurses was "factors relating to the sector" (average 3.29). The most causes of refusal to report of medication errors viewpoint of nurses was "the consequences of reporting" (average 3.53). The results of testing hypotheses show that there was a relationship between drug causes affecting on medication errors and shift nurses in emergency departments of hospitals. Also there was a relationship between causes related to doctor and Employment in more than one center. There was a relationship between reporting consequences affecting on refusal to report medication errors and Employment in more than one center in emergency departments of these hospitals. And was relationship between administrative factors affecting on refusal to report and shift nurses in emergency departments of hospitals. The findings from the Analytical Hierarchy Process showed that among the causes of medication errors, "factors related to nursing management" and among the refusal to report of medicine errors causes, "the consequences of reporting medication errors" had in the first place.

Conclusion: The development of knowledge and level of nursing skills, reform managerial processes and effective management in hospitals, implement effective systems for reporting medication errors, increase motivation and adjusting the working conditions of nurses, can play an effective role in the prevention of medication errors and reporting them.

Keywords: Medication Errors, Refusal to Report of Medication Errors, Emergency Departments, Teaching Hospitals, Kerman University of Medical Science, Analytical Hierarchy Process



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Report Them from Nurses Viewpoints Working in Emergency
Departments of Teaching Hospitals Affiliated to Kerman
University of Medical Science and Priorotizing Them with Using
Analytical Hierarchy Proces**

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