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Accessibility of Information and Services

Missed Care and unmet needs



Missed nursing care [...] refers to any aspect of required patient care that is omitted (either in part or in whole) or delayed and is an error of omission.

(Kalisch et al. 2009).



Unmet (long-term care) needs

Inadequate receipt of any kind of care

- the gap between needs and received support
- includes formal as well as informal sources



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(Kröger et al. 2019)

What is known of Missed Care in a Norwegian context?

- It is common in health and care services, including nursing homes
- Tasks undone are related to physical, psychological, social and existential needs, moreover user involvement and administrative tasks
- May be associated with the characteristics of the nursing homes, the staff and the residents
- Give consequences for patients (including patient safety), relatives and healthcare personnel



Missed care might be associated with time and characteristics of the nursing homes:

- The allocated time does not meet the needs of the patient group.
- The time is spent on tasks that are not perceived as patient-related.
- The time is insufficient when the tasks intensify.
- The time is insufficient because there are too few people to perform the tasks.
- The time is insufficient because the competence varies within the care group.
- Organization that allows little room for flexibility and collaboration.

(Andfossen et al., 2021)



Missed care might be associated with characteristics of the staff:

- Age
- Experience
- Competence
- Coping strategies

(Andfossen et al., 2021)



Missed care might be associated with characteristics of the residents:

- Needs
- Challenging behaviour
- Care burden

(Andfossen et al., 2021)



Some consequences of Missed Care

- For the patient:
 - Unmet needs
 - Less quality in care services
- For the carers:
 - make sure that the patient's needs are met
- For the healthcare personnel:
 - Bad conscience
 - Lead to stress
- Patient safety

(Andfossen et al., 2021; Olsen et al., 2023, Olsen et al., 2024)



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