

Practice Breakdown— NCSBN's Analytical Approach

Nurses are on the front lines of patient safety because as the last possible juncture of preventing errors in health care they are responsible for the monitoring of patients and delivery of the most therapies. NCSBN has studied the role of nurses in patient safety since 1999 with the launch of its national initiative entitled the Practice Breakdown Advisory Panel (PBAP). The PBAP's objective was to study nursing practice breakdown, to identify common themes related to those events, and most importantly, to recommend strategies to individuals, teams, and organizations to correct unsafe conditions and practices. This work assists boards of nursing in shifting the focus from blame and punishment to remediation and correction.

Over the next several years NCSBN developed an instrument, the Taxonomy of Error, Root Cause Analysis and Practice-responsibility (TERCAP), designed to distinguish human and system errors from willful negligence and intentional misconduct, while identifying the area of actual nursing practice breakdown in relation to core goals and standards of good nursing practice. An additional and equally important aim is to serve as a guide to increase the skills and competence of regulatory professionals in addressing practice breakdowns.

As of February 2007, NCSBN member boards of nursing can input investigative case data into the TERCAP electronic tool, which allows analysis of causal relationships and similarities among instances of nurse practice breakdown across all participating jurisdictions. Prior to TERCAP's creation, no system existed for a board of nursing to transmit its data into a central source, leaving untapped invaluable data that can add to the body of knowledge surrounding medical error and influence regulations that ensure public safety. Once a sufficient number of cases are submitted, the data will be compiled, analyzed and formally reported to NCSBN.

TERCAP has the potential to be an important mechanism by which to study practice breakdown in order to deconstruct how an error happened. Its focus is not on placing blame but rather seeking to uncover the circumstances and situations that created the practice breakdown to prevent such similar occurrences in the future. Ultimately, determining the cause of practice breakdown will aid in the transformation of health care into a safer delivery system and practice environment for patients and the nurses that care for them.

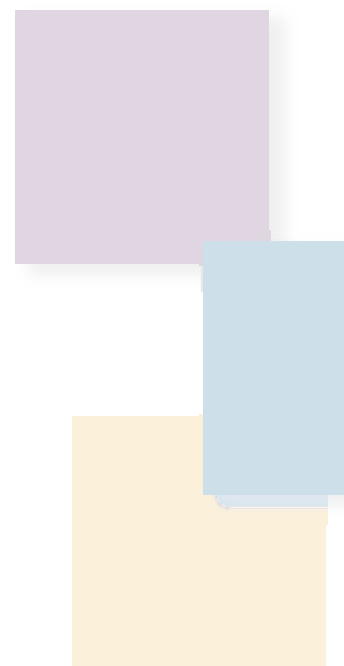
disabilities (e.g., mobility limitations) to continue to contribute to nursing education. Additionally, it provides a seasoned faculty with an option to work during an absence or in retirement from anywhere in the world. This nursing faculty research study was created based on studies of physician and other health care providers' applications of the InTouch Health robot. The company has deployed more than 100 robots to hospitals nationally and internationally. The value of the robotic system in these situations is supported by studies showing patients would rather talk with their doctor through the robot than be attended to by a physician they do not know.

Innovation for Nursing Educators

"The plan is to take the key learning from the physicians' experiences and bring that success into nursing," said Yilin Wang, PhD, chair and CEO of InTouch Health. "We are excited that the Nursing Institute has chosen our technology to extend their expert nursing resources to a new arena. The remote nursing education application is the first of its kind using remote presence to address the shortage of health care professionals. The RP-7 trial brings innovation to those who teach and train nurses."

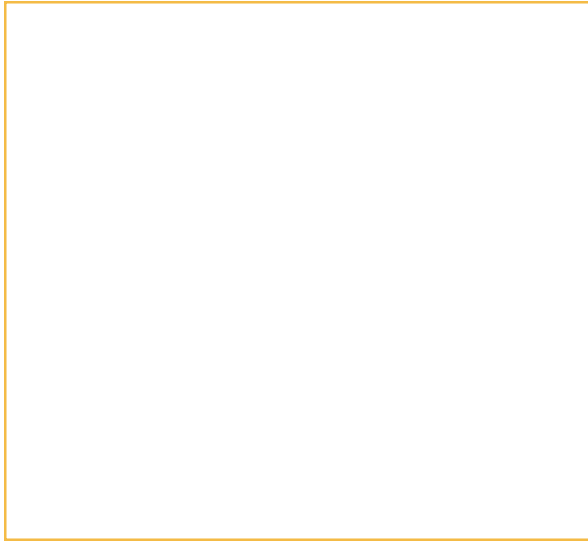
The faculty robot tender program is a one-year study with nursing faculty and students from eight nursing programs. The study incorporates the use of RP-7 in a human patient simulation clinical setting with the overall goal to explore how technology may play a role in extending experienced nurses' contributions to the profession.

The results of this first study will also further the understanding of the use of this technology with faculty and students. The students' opinions, reactions and





Thirty boards replied to the survey, with the majority having faced shortage issues across the state that are manageable (20) or very bad (12).



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