

Organisational change, work environment and patient safety

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Collection of data

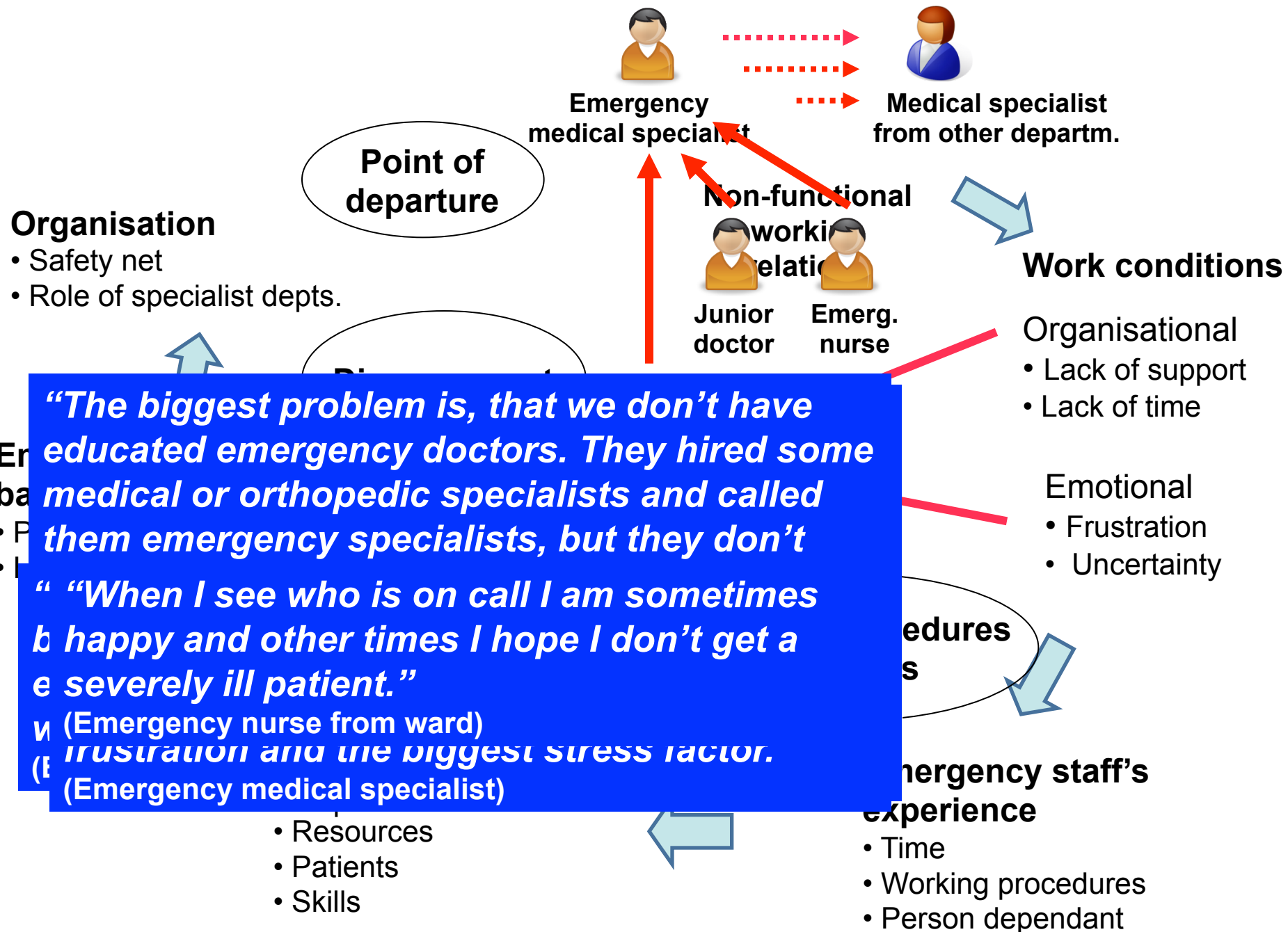
Period: November 2010 – October 2011

Interviews

- 14 Individual
- 11 Focus groups
- Various informal

Observation

- 4 emergency nurses, 4 doctors day/evening shifts



“The biggest problem is, that we don’t have educated emergency doctors. They hired some medical or orthopedic specialists and called them emergency specialists, but they don’t

“When I see who is on call I am sometimes b happy and other times I hope I don’t get a e severely ill patient.”

(Emergency nurse from ward)

frustration and the biggest stress factor.

(Emergency medical specialist)

Conclusion

Connection between organisational change in the past and patient safety today

Distrustful relationship and reproduction of a common history

Creation of cultural practice

To understand problems around patient safety in this case it is important with a broad perspective