

Developing a scale for measuring communication challenges contributing to medication incidents

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Background

Communication challenges are frequently reported **contributors to medication incidents**. WHO's Global Patient Safety Action Plan 2021-2030 defines communication **as a core competence** for health professionals, suggesting that the competence should be included in work-role definitions and service standards. The competencies, implementation, and outcomes **should be measured and evaluated**. Medication communication is central in nursing, where collaboration is needed with patients, families, and multi-professional stakeholders within and between organizations. **Evaluation** of the challenges **informs** about communication competence **training needs**.

Aims

To develop a Medication Incidents and Communication in Hospitals (**MIComHos-S1**) **scale, for measuring communication challenges** contributing to medication incidents, from the viewpoint of health professionals.

Methods

A literature **review** including (n=23) articles, **analysis of incident reports** (n=500), and **expert panel** (n=14) were used for developing a **digital survey** with a Likert scale for health professionals (n=303). The scale was tested by Exploratory factor analysis (**EFA**). Internal consistency was measured using **Cronbach alpha**. The scale measured perceived frequencies of detailed communication challenges.



Results

The scale consisted of **57 items forming six factors**: Communication about **1) medication prescriptions, 2) guidelines and reporting, 3) patient and family, 4) guideline implementation, 5) competencies and responsibilities, and 6) attitude and atmosphere**.

Construct validity (factors explained 60,74% of variance) and internal consistency ($\alpha = .976$) were good.

Conclusions

Promising MIComHos-S1 can be used **for measuring communication challenges and strengths** within the organization, and **as a discussion frame** when reflecting communication needs, strengths, and training needs within the unit. The scale's validity and reliability need confirmation within diverse hospital contexts



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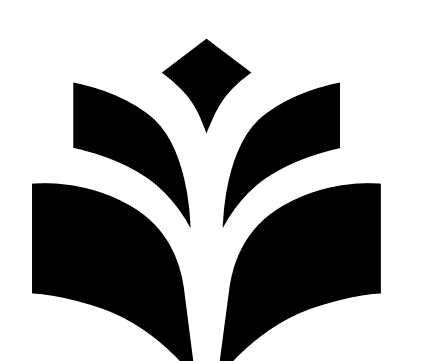
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