Title:

**Exploration the process of confrontation with nursing errors in critical care units: model development**

PhD Thesis

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Introduction: Nurses are in the first frontier for confronting with clinical errors and nursing errors are common and sensitive in critical care units. Therefore, understanding the process of confrontation with nursing errors and exploration different dimensions of them is necessary. The aim of this study was to explore the process of confronting with nursing errors in critical care units.

Methods: A qualitative grounded theory study was conducted. The sampling method was purposive and then changed to theoretical sampling. The data were collected through in-depth interviews with 91 critical care nurses and one focus group. The data analyzed according to Strauss and Corbin.

Findings: Three main categories emerged out of the confrontation with nursing errors. The main categories were active cognitive scrutiny with subcategories of evaluation of error, evaluation of consequences and situation monitoring, error resolve with subcategories of self-action, group-action, declaring the change, and cover up and reporting. The findings revealed that participants confront with nursing error based on the result of active cognitive scrutiny by resolving error or reporting.

Conclusion: Active cognitive scrutiny was basic social process of the study. The findings of the present study revealed that the process of confrontations with nursing error in critical care units need to special attention from policy makers, managers and also nurses. Considering the perception of nurses and for removing predisposing factors of informal behavior among them, it is suggested to have planning to meet the needs of nurses and implementing the various strategies so that the management of this process can be more favorable. Also, making a change in perspectives and establishing the culture of patient safety is essential. Moreover, it's appropriate that necessary information about errors and
correct confrontation with them be considered in nursing education programs. Investigation of the scientific and practical various strategies with research for directing confrontation in correct path are also necessary. Altogether replacement of personal approach with systems approach is recommended.

**Keywords:** Nursing errors, Error confrontation, Critical care nurse, Process, Grounded theory.