To report or not to report?

Using the theory of planned behavior to explain healthcare staff’s use of critical incident reporting systems (CIRS) in primary care

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22.04.2016
Agenda

- Project „TK-CIRS“

- The Theory of planned behavior (TPB)

- Our TPB-Survey
  - Aim
  - Methods
  - Analysis
  - Results

- Summary
Project „TK-CIRS“

• Institute of General Practice, Goethe University Frankfurt/Main in cooperation with a German health insurance (TK)

⇒ Implementation of an online CIRS for general practices in the German practice network „QuE e.G. Nürnberg“ (69 practices, therefrom 53 general practices)

• Since October 2015: Implementation for internal use (103 accounts)

• January 2016: Cross-sectional questionnaire-based survey for physicians and health care assistants
The Theory of planned Behavior (TPB)*

- Intention: „I am going to report the next CI“
- Real behavior = using the CIRS (visiting the homepage, to read, to report, to comment or to discuss a report)
- 4 essential aspects in developing a behavior:

* Icek Ajzen, 1991
Our TPB-Survey

Aim:
= To know to which degree attitudes, social norms and perceived behavioral control shape primary healthcare staff’s behavioral intentions and behavior regarding the use of CIRS

Methods:
• Questionnaire for primary care practice teams (21 TPB questions, 11 questions on basic personal data)
  - Attitudes: 6 questions
  - Perceived behavioral control: 4 questions
  - Intentions: 2 questions
  - Social norms: 9 questions (separated for healthcare assistants and doctors)
• 345 questionnaires were sent, 5 copies to each of the 69 practices in the practice network in Nürnberg
Descriptive Data Analysis

- Response rate 40.6%
  
  (140 health care members from 43 practices completed the questionnaire)

- 95 are health care assistants (68%)
  - all female
  - mean of 16 years work experience

- 45 physicians (27 male, 16 female)
  - 91% practice owner
  - mean of 27 years work experience

- 52% were using the CIRS

- 39% of participants are working in a single practice, 61% in group practices
Path Analysis

Perceived Behavioral Control

Social Norms

Intentions

Behavior

Attitudes
Path Analysis

**Perceived Behavioral Control (PBC)**

- While I am working, I can easily use the CIRS
- I can influence, that there are improvements in our practice from reported critical incidents

**Social Norms (SN)**

- PBC: * = p < 0.05

**Intentions (I)**

- 0.738*

**Behavior (B)**

- 0.480*

**Attitudes (A)**

- 0.328*

- 0.230*

* = p < 0.05

PBC: - „While I am working, I can easily use the CIRS“
- „I can influence, that there are improvements in our practice from reported critical incidents“
Summary

- The TPB is a good model to indicate the formation of the intention and behavior to use CIRS in primary care
- Perceived behavioral control has the highest influence on the intention and the behavior to use the CIRS

Consequences for primary care practices

- Enhancement of the perceived behavioral control
  - Good accessibility in primary practices
  - Integration of CIRS in the medical curriculum
Thank you very much for your attention!