

# 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**

Müller, Beate S.; Bauer, Anna; Beyer, Martin; Blazejewski, Tatjana; GÜthlin, Corina; Gerlach, Ferdinand

Anna Bauer  
22.04.2016

Institut für  
**Allgemein-  
medizin**



# Agenda

- Project „TK-CIRS“
- The Theory of planned behavior (TPB)
- Our TPB-Survey
  - Aim
  - Methods
  - Analysis
  - Results
- Summary

# Project „TK-CIRS“

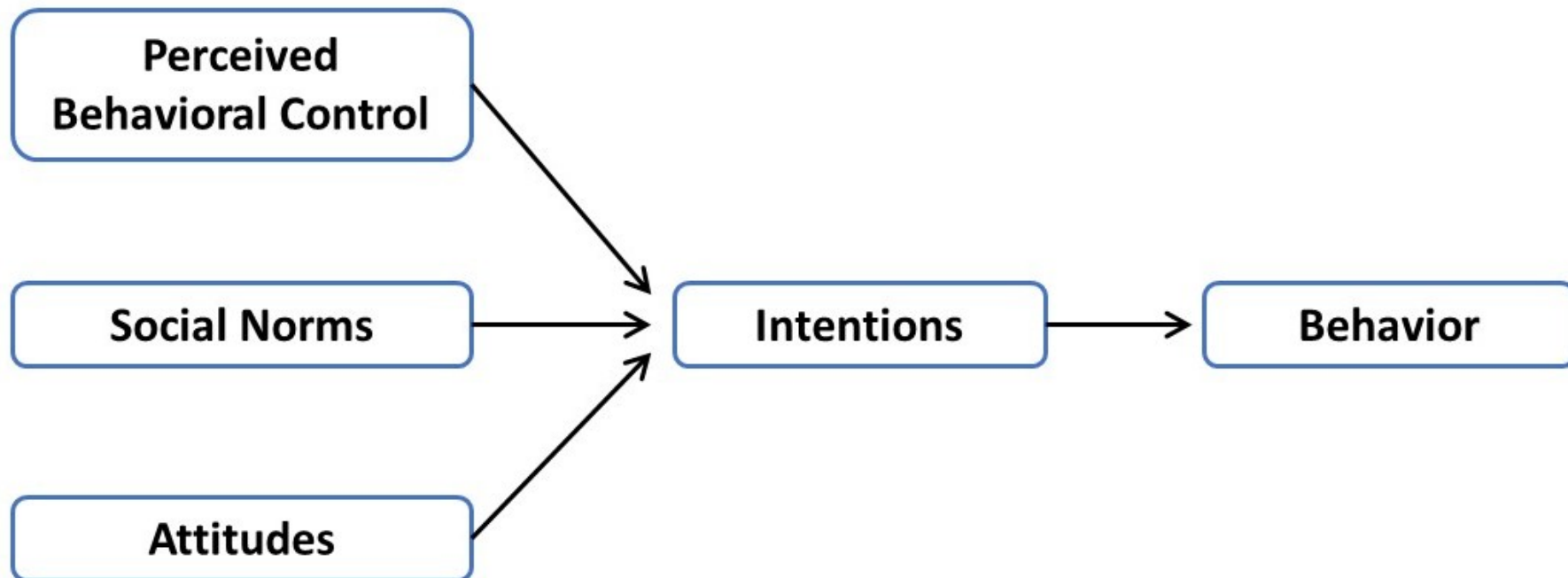
- Institute of General Practice, Goethe University Frankfurt/Main in cooperation with a German health insurance (TK)
- Implementation of an online CIRS for general practices in the German practice network „QuE e.G. Nürnberg“ (69 practices, therefrom 53 general practices)



- 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:

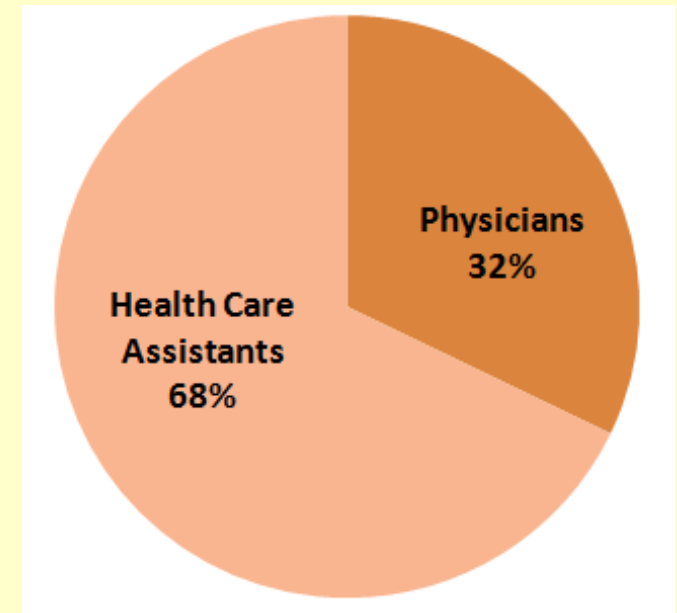
= To know to which degree attitudes, social norms and perceived behavioral control shape primary healthcare staff's behavioral intentions and behavior regarding the use of CIRS

## Methods:

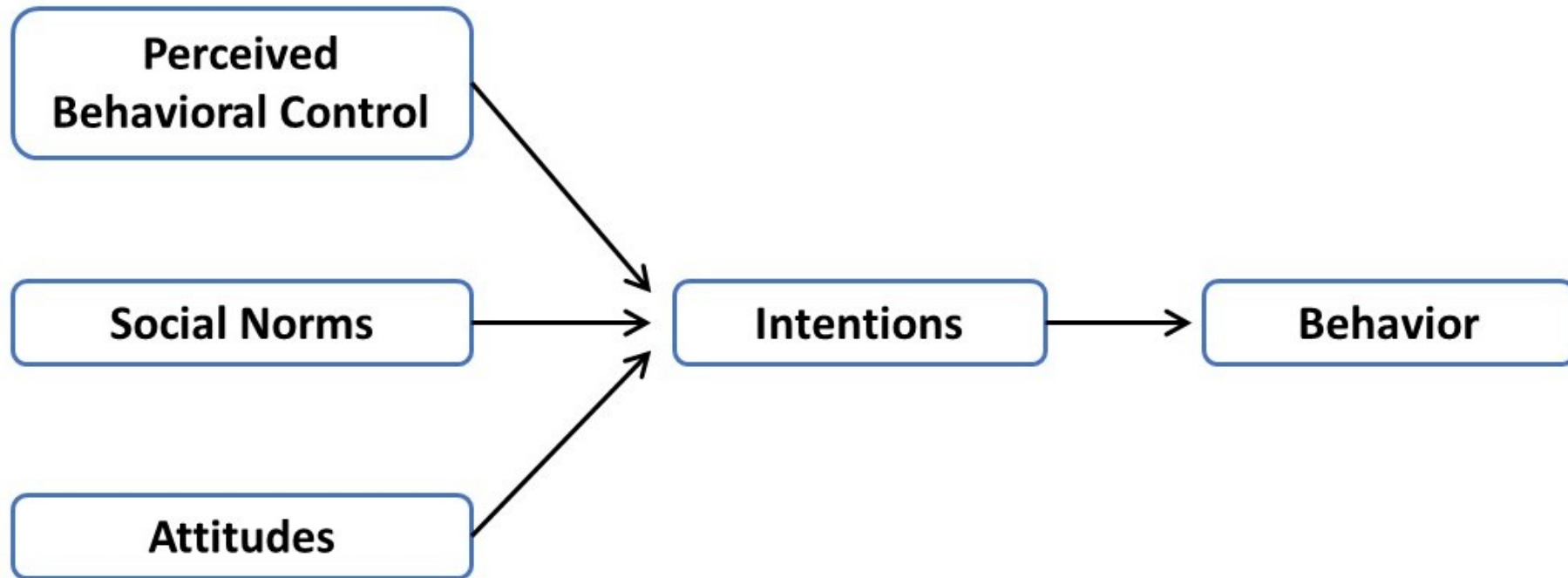
- Questionnaire for primary care practice teams (21 TPB questions, 11 questions on basic personal data)
  - Attitudes: 6 questions
  - Perceived behavioral control: 4 questions
  - Intentions: 2 questions
  - Social norms: 9 questions (seperated for health care assistants and doctors)
- 345 questionnaires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

# Descriptive Data Analysis

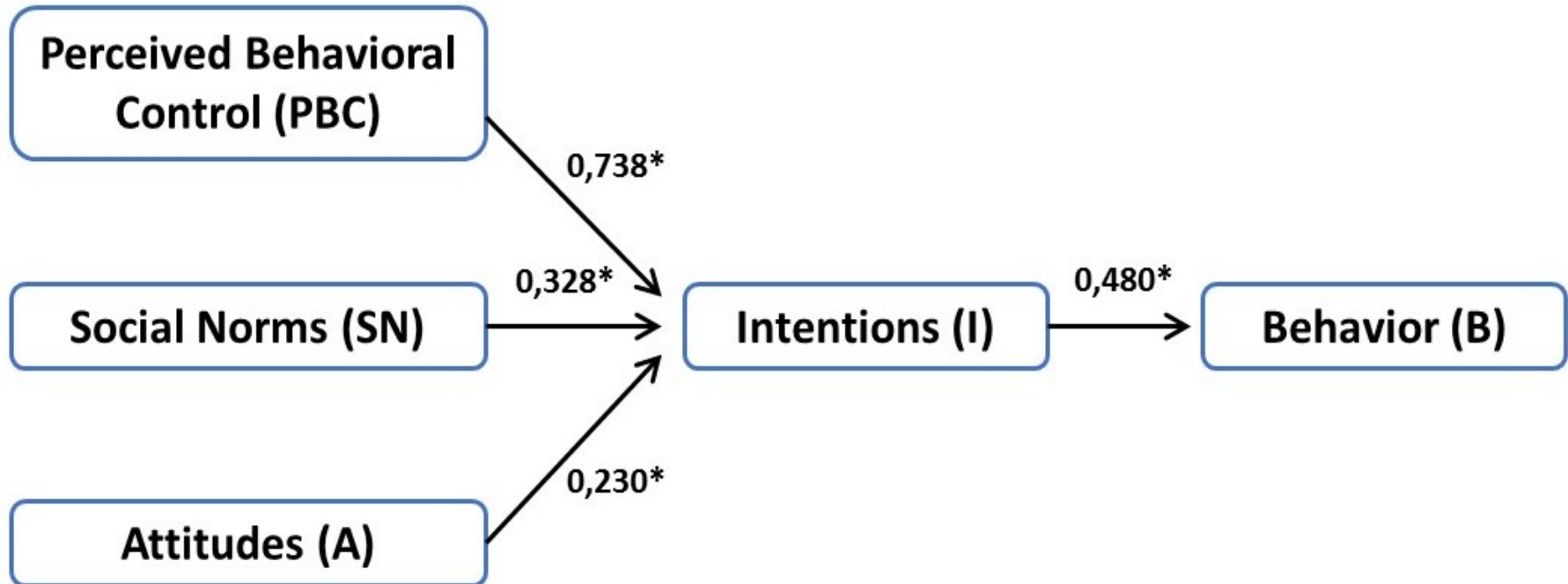
- Response rate 40,6%  
(140 health care members from 43 practices completed the questionnaire)
- 95 are health care assistants (68%)
  - all female
  - mean of 16 years work experience
- 45 physicians (27 male, 16 female)
  - 91% practice owner
  - mean of 27 years work experience
- 52% were using the CIRS
- 39% of participants are working in a single practice, 61% in group practices



# Path Analysis



# Path Analysis



\* =  $p < 0,05$

- 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!**