

# Emotional State of and Support for Nurses Who Have Made Medical Errors: Investigation through Questionnaire and Interview

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**Key words:** nurse, medical errors, support

The purpose of this research was to conduct investigations through three surveys to develop useful support for nurses who have made medical errors. The first was a survey of 121 nurses for the purpose of identifying situations in which nurses made medical errors and how they felt at the time of occurrence. The second survey was an interview of 10 nurses to clarify the situations in which they made serious medical errors, how they felt at the time, and the reasons they decided to continue working in spite of the bad experience. The third survey was a questionnaire given to 890 nurses to determine the general tendency of medical errors. These surveys clarified that serious medical errors are most likely to occur in the early years of employment, suggesting the importance of support during this period. Informational support is given mainly to nurses in the making; however, as their years of experience increase, emotional support is emphasized more than informational support. It is suggested that support may be effective in helping individuals cope with medical errors and discouraging them from quitting. Future study is necessary to elucidate the differences between those who continue to work and those who quit nursing jobs due to the experience of medical errors.