



Detta är ett svar från SBU:s Upplysningstjänst 1 februari 2018 SBU:s Upplysningstjänst svarar på avgränsade medicinska frågor. Svaret bygger inte på en systematisk litteraturöversikt utförd av SBU. Därför kan resultaten av litteratursökningen vara ofullständiga. Kvaliteten på ingående studier har inte bedömts. Detta svar har tagits fram av SBU:s kansli och har inte granskats av SBU:s nämnd.

Vårdnära service

Vårdnära service innebär att särskilt anställd servicepersonal som inte är sjukvårdsutbildad utför vissa insatser i patientens närhet (till exempel lokalvård, tvätt-, måltids- och förrådshantering och patienttransporter) istället för vårdpersonalen. Frågan som nu ställts till Upplysningstjänsten är vad effekten blir på patienter, sjuksköterskor och undersköterskor när man inför vårdnära service.

Fråga:

Vilken effekt har införande av vårdnära service på patienter, sjuksköterskor och undersköterskor?

Sammanfattning

Upplysningstjänsten har inte identifierat någon systematisk översikt som utvärderat vilken effekt införande av vårdnära service har på patienter, sjuksköterskor eller undersköterskor.



Bakgrund

En stor del av landstingen i Sverige har infört, eller planerar att införa, en service-funktion som kallas vårdnära service [1]. Vårdnära service avser insatser i patientens närhet (till exempel lokalvård, tvätt-, måltids- och förrådshantering och patienttransporter) som kan utföras av servicepersonal som inte är sjukvårdsutbildad istället för sjuksköterskor och undersköterskor [2]. Grundidén är att frigöra mer tid till vården genom att personalen med vårdkompetens får mer direkt patienttid [2]. De främsta skälen till det är att det råder brist på vårdpersonal och att servicetjänsterna kan utföras effektivare av servicepersonal [2].

Avgränsningar

Vi har gjort sökningar (se avsnittet Litteratursökning) i databaserna PubMed, Cochrane, Cinahl och i olika HTA-organisationers databaser samt på andra svenska myndigheters webbplatser. Vi har begränsat sökningen till systematiska översikter. För att vi skulle inkludera en artikel i svaret krävde vi att artikeln studerat effekten av servicetjänster som utförts av icke-sjukvårdsutbildad servicepersonal (istället för av sjuksköterskor eller undersköterskor) på patientutfall, patienttillfredsställelse eller vårdpersonalens arbetstillfredsställelse. Vi krävde också att den peer-review-granskats och var publicerad på engelska, norska, danska eller svenska.

Resultat från sökningen

Upplysningstjänstens litteratursökning genererade totalt 610 unika träffar. Vi läste alla artikelsammanfattningar. Av dessa bedömde vi att 46 artiklar skulle kunna vara relevanta. Dessa lästes i fulltext. Inga artiklar ingår däremot i svaret eftersom vi inte har kunnat identifiera någon artikel som kunde besvara frågeställningen.

I avsnittet Lästips presenteras några systematiska översikter som bland annat studerar ”skill mix” eller ”staff mix”, det vill säga förhållandet mellan sjuksköterskor, undersköterskor och sjukvårdsbiträden samt ”nurse-to-patient ratio” vilket innebär antalet sjuksköterskor per patient. Dessa översikter besvarar inte den specifika frågeställningen för Upplysningstjänstsvaret, men behandlar närliggande frågor om sjukvårdsutbildning och profession och samband med vårdkvalitet.

Lästips

- En systematisk översikt och metaanalys från år 2017 som undersöker förhållandet mellan sjuksköterskebemanningsnivåer och patientutfall som påverkas av sjuksköterskenärvaro på akutspecialistenheter [3]. I denna översikt är 35 studier inkluderade.
- En systematisk översikt som utvärderar säker sjuksköterskebemannning på akutmottagningar [4]. I denna översikt är 18 studier inkluderade.



- En systematisk översikt på associationer mellan karakteristika i vårdpersonalens arbetsmiljö och fem patientutfall som påverkas av sjuksköterskenärvaro på sjukhus [5]. I denna översikt inkluderades 29 studier.
- En systematisk översikt över översikter från år 2013 som studerar effekten av sjuksköterskebemanning på patientutfall [6]. I denna systematiska översikt är 29 översikter inkluderade.

Projektgrupp

Detta svar är sammanställt av Miriam Entesarian Matsson och Ann Kristine Jonsson vid SBU.



Litteratursökning

PubMed via NLM November 22 2017

Search terms	Items found
Population	
1. "Health Personnel"[Mesh] OR "Nurses"[Mesh] OR "Nursing Staff"[Mesh] OR "Nurses' Aides"[Mesh] OR Personnel, Hospital*[Mesh] OR nurse*[ti] OR NHS nurses[tiab] OR nursing personnel[tiab] OR nursing staff[tiab] OR nursing workforce[tiab] OR registered nurse*[tiab] OR RN nurse*[tiab]	513536
2. "Ancillary Services, Hospital"[Mesh] OR "Allied Health Personnel"[Mesh] OR "Food Service, Hospital"[Mesh] OR "Housekeeping, Hospital"[Mesh] OR "Laundry Service, Hospital"[Mesh] OR "Hospital Volunteers"[Mesh] OR "Outsourced Services"[Mesh] OR allied healthcare workers[tiab] OR allied staff[tiab] OR additional workforce[tiab] OR ancillary[ti] OR ancillary care[tiab] OR ancillary services[tiab] OR ancillary staff[tiab] OR assistive nursing personnel[tiab] OR assistive personnel[tiab] OR cleaning staff[tiab] OR front line staff[tiab] OR food service*[tiab] OR foodservice workers[tiab] OR healthcare assistants[tiab] OR hospital cleaners[tiab] OR hospital cleaning[tiab] OR hospital housekeepers[tiab] OR hospital housekeeping[tiab] OR hospital laundry[tiab] OR housekeeping staff[tiab] OR housekeeping personnel[tiab] OR laundry workers[tiab] OR laundry service*[tiab] OR laundry facility*[tiab] OR non-medical staff[tiab] OR nursery nurses[tiab] OR service personnel[tiab] OR service providers[tiab] OR support personnel[tiab] OR support services[tiab] OR support staff[tiab] OR support workers[tiab] OR unqualified personnel[tiab] OR unqualified staff[tiab]	74838
3. 1 or 2	537691
Intervention:	
4. (("Personnel Staffing and Scheduling"[Mesh] OR care left undone[tiab] OR missed nursing care[tiab] OR patient ratio[tiab] OR skill mix[tiab] OR skills mix[tiab] OR safe staffing[tiab] OR service transfer[tiab] OR staffing[ti] OR staffing constraints[tiab] OR staffing level*[tiab] OR staffing model*[tiab] OR staffing ratio*[tiab] OR staffing system*[tiab] OR task shift*[tiab] OR variable staffing[tiab])) OR ("Nursing Service, Hospital/manpower"[Mesh] OR "Nursing Service, Hospital/organization and administration"[Mesh] OR "Nursing Staff, Hospital/organization and administration"[Mesh] OR "Nursing Staff, Hospital/manpower"[Mesh] OR nurse staffing[tiab] OR (nurse[ti] AND staffing[ti]) OR nursing hours[tiab] OR RN staffing[tiab])	38932
Outcome: Patient Safety/Mortality/Adverse events/Nurse satisfaction	
5. "Hospital Mortality"[Mesh] OR "Length of Stay"[Mesh] OR "Medical Errors"[Mesh] OR "Outcome and Process Assessment (Health Care)"[Mesh] OR "Patient Outcome Assessment"[Mesh] OR "Patient Reported Outcome Measures"[Mesh] OR "Patient Safety"[Mesh] OR "Patient Satisfaction"[Mesh] OR "Quality Assurance, Health Care"[Mesh] OR "Outcome Assessment (Health Care)"[Mesh] OR "Quality Assurance, Health Care"[Mesh] OR "Quality of Health Care"[Mesh] OR "Treatment Outcome"[Mesh] OR effect[ti] OR effects[ti] OR impact[ti] OR medical incidents[tiab] OR (missed[ti] AND nursing[ti] AND care[ti]) OR mortality[tiab] OR nurse satisfaction[tiab] OR outcome[ti] OR outcomes[ti] OR patient experience*[tiab] OR patient-related[tiab] OR patient outcome*[tiab] OR patient-reported[tiab] OR patient safety[tiab] OR patient satisfaction[tiab] OR relationship[ti] OR safety[ti] OR staff-related outcomes[tiab]	7934006
Combined sets	
6. 3 and 4 AND 5	13246
7. 3 and 4 AND 5 Filters activated: Systematic Reviews, Danish, English, Norwegian, Swedish	520

The search result, usually found at the end of the documentation, forms the list of abstracts.

[MeSH] = Term from the Medline controlled vocabulary, including terms found below this term in the MeSH hierarchy
 [MeSH:NoExp] = Does not include terms found below this term in the MeSH hierarchy
 [MAJR] = MeSH Major Topic
 [TIAB] = Title or abstract
 [TI] = Title
 [AU] = Author
 [OT] = Other term
 [TW] = Text Word
 Systematic[SB] = Filter for retrieving systematic reviews
 * = Truncation



Cinahl via EBSCO November 23 2017

Search terms		Items found
Population:		
1.	(MH "Ancillary Services, Hospital") OR (MH "Housekeeping Department") OR (MH "Food Service Department") OR (MH "Laundry Department") OR (MH "Central Service Department") OR (MH "Health Personnel, Unlicensed")	4494
2.	TI (("allied healthcare workers" OR "allied staff" OR "additional workforce" OR "ancillary care" OR "ancillary services" OR "ancillary staff" OR "assistive nursing personnel" OR "assistive personnel" OR "cleaning staff" OR "front line staff" OR "food service*" OR "foodservice workers" OR "healthcare assistants" OR "hospital cleaners" OR "hospital cleaning" OR "hospital housekeepers" OR "hospital housekeeping" OR "hospital laundry" OR "housekeeping staff" OR "housekeeping personnel" OR "laundry workers" OR "laundry service*" OR "laundry facility*" OR "non-medical staff" OR "nursery nurses" OR "service personnel" OR "service providers" OR "support personnel" OR "support services" OR "support staff" OR "support workers" OR "unqualified personnel" OR "unqualified staff")) OR AB (("allied healthcare workers" OR "allied staff" OR "additional workforce" OR "ancillary care" OR "ancillary services" OR "ancillary staff" OR "assistive nursing personnel" OR "assistive personnel" OR "cleaning staff" OR "front line staff" OR "food service*" OR "foodservice workers" OR "healthcare assistants" OR "hospital cleaners" OR "hospital cleaning" OR "hospital housekeepers" OR "hospital housekeeping" OR "hospital laundry" OR "housekeeping staff" OR "housekeeping personnel" OR "laundry workers" OR "laundry service*" OR "laundry facility*" OR "non-medical staff" OR "nursery nurses" OR "service personnel" OR "service providers" OR "support personnel" OR "support services" OR "support staff" OR "support workers" OR "unqualified personnel" OR "unqualified staff"))	9743
3.	1 OR 2	13479
4.	((MH "Registered Nurses") OR (MH "Nursing Staff, Hospital") OR (MH "Nursing Manpower+")) OR (TI nurse* OR TI ("NHS nurses" OR "nursing personnel" OR "nursing staff" OR "nursing workforce" OR "registered nurse*" OR "RN nurse*")) OR AB (NHS nurses OR nursing personnel OR nursing staff OR nursing workforce OR registered nurse* OR RN nurse*))	271273
5.	3 OR 4	282188
Intervention:		
6.	(MH "Personnel Staffing and Scheduling+") OR (MH "Registered Nurses/MA") OR (MH "Nursing Staff, Hospital/MA") OR (MH "Nurse-Patient Ratio") OR TI staffing OR TI ("care left undone" OR "missed nursing care" OR "patient ratio" OR "skill mix" OR "skills mix" OR "safe staffing" OR "service transfer" OR "staffing constraints" OR "staffing level*" OR "staffing model*" OR "staffing ratio*" OR "staffing system*" OR "task shift*" OR "variable staffing" OR "nurse staffing" OR "nursing hours" OR "RN staffing")) OR AB ("care left undone" OR "missed nursing care" OR "patient ratio" OR "skill mix" OR "skills mix" OR "safe staffing" OR "service transfer" OR "staffing constraints" OR "staffing level*" OR "staffing model*" OR "staffing ratio*" OR "staffing system*" OR "task shift*" OR "variable staffing" OR "nurse staffing" OR "nursing hours" OR "RN staffing"))	26804
Study types: Systematic reviews		
7.	(MH "Systematic Review" OR ZT "systematic review" OR MH "Meta Analysis" OR ZT "meta analysis") OR ((TI (systematic* n3 review*)) or (AB (systematic* n3 review*)) or (TI (systematic* n3 bibliographic*)) or (AB (systematic* n3 bibliographic*)) or (TI (systematic* n3 literature)) or (AB (systematic* n3 literature)) or (TI (comprehensive* n3 literature)) or (AB (comprehensive* n3 literature)) or (TI (comprehensive* n3 bibliographic*)) or (AB (comprehensive* n3 bibliographic*)) or (TI (integrative n3 review)) or (AB (integrative n3 review)) or (JN "Cochrane Database of Systematic Reviews") or (TI (information n2 synthesis)) or (TI (data n2 synthesis)) or (AB (information n2 synthesis)) or (AB (data n2 synthesis)) or (TI (data n2 extract*)) or (AB (data n2 extract*)) or (TI (medline or pubmed or psyclit or cinahl or (psycinfo not "psycinfo database") or "web of science" or scopus or embase)) or (AB (medline or pubmed or psyclit or cinahl or (psycinfo not "psycinfo database") or "web of science" or scopus or embase)) or (TI (meta-analy* or metaanaly*)) or (AB (meta-analy* or metaanaly*))))	92925



Outcome: Patient Safety/Mortality/Adverse events/Nurse satisfaction

8.	(MH "Hospital Mortality") OR (MH "Length of Stay") OR (MH "Health Care Errors+") OR (MH "Nursing Outcomes") OR (MH "Patient-Reported Outcomes") OR (MH "Outcome Assessment") OR (MH "Nursing Outcomes") OR (MH "Medical Futility") OR (MH "Treatment Outcomes+") OR (MH "Quality of Nursing Care") OR (MH "Patient Safety+") OR TI (effect OR effects OR impact OR outcome*) OR TI ("medical incidents " OR mortality OR "nurse satisfaction " OR "patient experience*" OR "patient-related " OR "patient outcome*" OR "patient-reported " OR "patient safety " OR "patient satisfaction " OR safety OR "staff-related outcomes " OR "missed nursing care") OR AB ("medical incidents " OR mortality OR "nurse satisfaction " OR "patient experience*" OR "patient-related " OR "patient outcome*" OR "patient-reported " OR "patient safety " OR "patient satisfaction " OR safety OR "staff-related outcomes " OR "missed nursing care")	562989
5 AND 6 AND 7 AND 8		127

The search result, usually found at the end of the documentation, forms the list of abstracts.

AB = Abstract

AU = Author

DE = Term from the thesaurus

MM = Major Concept

TI = Title

TX = All Text. Performs a keyword search of all the database's searchable fields

ZC = Methodology Index

* = Truncation

“ “ = Citation Marks; searches for an exact phrase



Cochrane Library via Wiley November 22 2017 (CDSR, DARE & HTA)

Search terms	Items found
Intervention:	
1. MeSH descriptor: [Personnel Staffing and Scheduling] explode all trees	133
2. MeSH descriptor: [Nursing Service, Hospital] explode all trees and with qualifier(s): [Manpower - MA, Organization & administration - OG]	11
3. MeSH descriptor: [Nursing Staff, Hospital] explode all trees and with qualifier(s): [Organization & administration - OG]	56
4. staffing:ti (Word variations have been searched)	686
5. "care left undone" or "missed nursing care" or "patient ratio" or "skill mix" or "skills mix" or "safe staffing" or "service transfer" or "staffing constraints" or "staffing level*" or "staffing model*" or "staffing ratio*" or "staffing system*" or "task shift*" or "variable staffing" or "nurse staffing" or "RN staffing" or "nursing hours":ti,ab,kw (Word variations have been searched)	1704
6. 1-5 (OR)	2347
Population:	
7. MeSH descriptor: [Ancillary Services, Hospital] explode all trees	9
8. MeSH descriptor: [Allied Health Personnel] explode all trees	1029
9. MeSH descriptor: [Food Service, Hospital] explode all trees	44
10. MeSH descriptor: [Housekeeping, Hospital] explode all trees	11
11. MeSH descriptor: [Laundry Service, Hospital] explode all trees	2
12. MeSH descriptor: [Hospital Volunteers] explode all trees	2
13. MeSH descriptor: [Outsourced Services] explode all trees	3
14. ancillary:ti (Word variations have been searched)	218
15. "allied healthcare workers" or "allied staff" or "additional workforce" or "ancillary care" or "ancillary services" or "ancillary staff" or "assistive nursing personnel" or "assistive personnel" or "cleaning staff" or "front line staff" or "food service*" or "foodservice workers" or "healthcare assistants" or "hospital cleaners" or "hospital cleaning" or "hospital housekeepers" or "hospital housekeeping" or "hospital laundry" or "housekeeping staff" or "housekeeping personnel" or "laundry workers" or "laundry service*" or "laundry facility*" or "non-medical staff" or "nursery nurses" or "service personnel" or "service providers" or "support personnel" or "support services" or "support staff" or "support workers" or "unqualified personnel" or "unqualified staff":ti,ab,kw (Word variations have been searched)	1206
16. 7-15 (OR)	2467
Combined sets	
6 AND 16	CDSR/5 DARE/2 HTA/1

The search result, usually found at the end of the documentation, forms the list of abstracts.

:au = Author

MeSH = Term from the Medline controlled vocabulary, including terms found below this term in the MeSH hierarchy
this term only = Does not include terms found below this term in the MeSH hierarchy

:ti = title

:ab = abstract

:kw = keyword

* = Truncation

“ “ = Citation Marks; searches for an exact phrase

CDSR = Cochrane Database of Systematic Review

CENTRAL = Cochrane Central Register of Controlled Trials, “trials”

CRM = Method Studies

DARE = Database Abstracts of Reviews of Effects, “other reviews”

EED = Economic Evaluations

HTA = Health Technology Assessments



Referenser

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4. Recio-Saucedo A, Pope C, Dall'Ora C, Griffiths P, Jones J, Crouch R, et al. Safe staffing for nursing in emergency departments: evidence review. *Emerg Med J* 2015;32:888-94.
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6. Brennan CW, Daly BJ, Jones KR. State of the Science: The Relationship Between Nurse Staffing and Patient Outcomes. *Western Journal of Nursing Research* 2013;35:760-794.