

How to manage psychological safety in Geriatric Health Service Facilities

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Abstract

Psychological safety is individuals' perceptions about the consequences of interpersonal risks in their work environment, it allows all members to learn and share the knowledge and understanding gained from one member's experience, leading to high performance of a group. It is not just a group of friends, but a group that allows members to disclose even painful experiences for individuals, such as mistakes and errors, and point out problems to each other, from which all members can learn and share more appropriate and effective ways of making decisions and acting. Geriatric health service facilities provide care through multidisciplinary collaboration. Nursing administrators should manage psychological safety among several professions to enhance quality of care. Therefore, we conducted qualitative exploratory descriptive research with semi-structured interviews aiming to clarify key factors to secure psychological safety.

An interview guideline was used, interviewed ten nursing administrators were chosen based on a purposive sampling method. Each interview took approximately 30–60 min. All interviews were audio-recorded to maintain an audit trail that could be used to trace each step of the analysis back to the original study protocol. The interview was finished when data saturation was reached. The participants described the goal of organizational psychological safety as "building a learning organization by promoting dialogue." Four themes were extracted as key factors of psychological safety in geriatric facilities. Professional autonomy, leadership, and decision-making ability were identified as factors required of nurses. All facility members need to maintain emotional stability and develop the ability to change their way of thinking, and the creation of an educational system was extracted as an organizational factor. In conclusion, nursing administrators are expected to provide support that promotes the professional growth of nurses and to establish an educational system in their facility.

Keywords: geriatric health service facility; nursing administrator; psychological safety; quality of care