

How Can Organizational Mindfulness Translate to Quality of Care?

Anat Drach-Zahavy

The Department of Nursing, University of Haifa, Israel

Abstract:

Organizational mindfulness emerges as an important strategy to improve patient quality and safe care especially under emergency conditions and stress. This study explores the specific impact of organizational mindfulness on patient care within nursing in primary care settings, emphasizing the roles of treatment safety and nurse-patient communication. Unlike previous studies that broadly examine organizational mindfulness, this research focuses on the five distinct dimensions of mindfulness—preoccupation with failure, reluctance to simplify interpretations, sensitivity to operations, commitment to resilience, and deference to expertise—and their individual contributions to care quality. Using data from 114 nurses across 37 clinics, and observational data from 674 patient encounters, the study finds that treatment safety and communication quality benefit most in clinics with a strong commitment to resilience. Notably, higher resilience and a reduced focus on operational sensitivity were linked to better nurse-patient communication, while treatment safety improved with lower workloads and heightened resilience. Additionally, psychological safety was shown to moderate the relationships between mindfulness dimensions and treatment safety. These findings underscore the importance of tailoring mindfulness interventions to address specific challenges faced by nurses in primary care, suggesting that organizational efforts should focus on fostering resilience and psychological safety to enhance patient care.

Keywords:

Nurses, stress, resilience, organizational mindfulness, quality of care.