How nurses overcome interruptions: an analysis of distributed support

T. Grundgeiger¹, P.M. Sanderson¹, H.G. MacDougall², & B. Venkatesh¹,³

¹ The University of Queensland, Brisbane, Australia; ² University of Sydney, Sydney, Australia; ³ Princess Alexandra Hospital, Brisbane, Australia

Patient safety can be compromised if healthcare workers forget steps in caregiving. Interruptions have negative effects on the ability to remember future intentions, which is called prospective memory. From the literature, we selected factors that influence prospective memory to predict the time it takes nurses to return to an interrupted task at the end of an interruption. An exploratory multiple regression with an initial sample from an ongoing study explained 54% of the variance (adjusted $R^2$). In 40.3% of all interruptions, nurses used strategies that led to immediate resumption with minimal memory demand.