

Routine Disruption and Medical Errors:

How Can Hospitals Help Nurses to Deal with the Attacks by COVID-19

Wei WU^a, Wu LIU^{a*}, Yuhuan XIA^b and Wen WU^b

^a *Department of Management and Marketing, Faculty of Business, Hong Kong Polytechnic University, Kowloon, Hong Kong*

^b *School of Economics and Management, Beijing Jiaotong University, Beijing, China*

*Correspondence concerning this article should be addressed to Wu Liu, Department of Management and Marketing, Faculty of Business, Hong Kong Polytechnic University, Hung Hom, Kowloon, Hong Kong. E-mail: wu.liu@polyu.edu.hk.
Telephone: +852 3400 3954

Abstract

Since the outbreak of COVID-19, this disruptive event has caused huge influences on organizations around the world, especially hospitals. The focus of our research is what consequence routine disruption caused by COVID-19 can bring and how hospitals can deal with it. We collected data from 375 nurses of a hospital in China, which is at the front line of combating COVID-19. Our results show that routine disruption increased the possibility of medical errors. The results also revealed that routine disruption was only positively related to medical errors under lower level of safety climate, training and informational justice. Our research shed the light on both the impact of the disruptive event and how organizations effectively overcome the interruption.

Key words: routine disruption; medical errors; safety climate; training; informational justice