

Advancing the Culture of Competency to Improve Patient Outcomes and Drive Patient Safety

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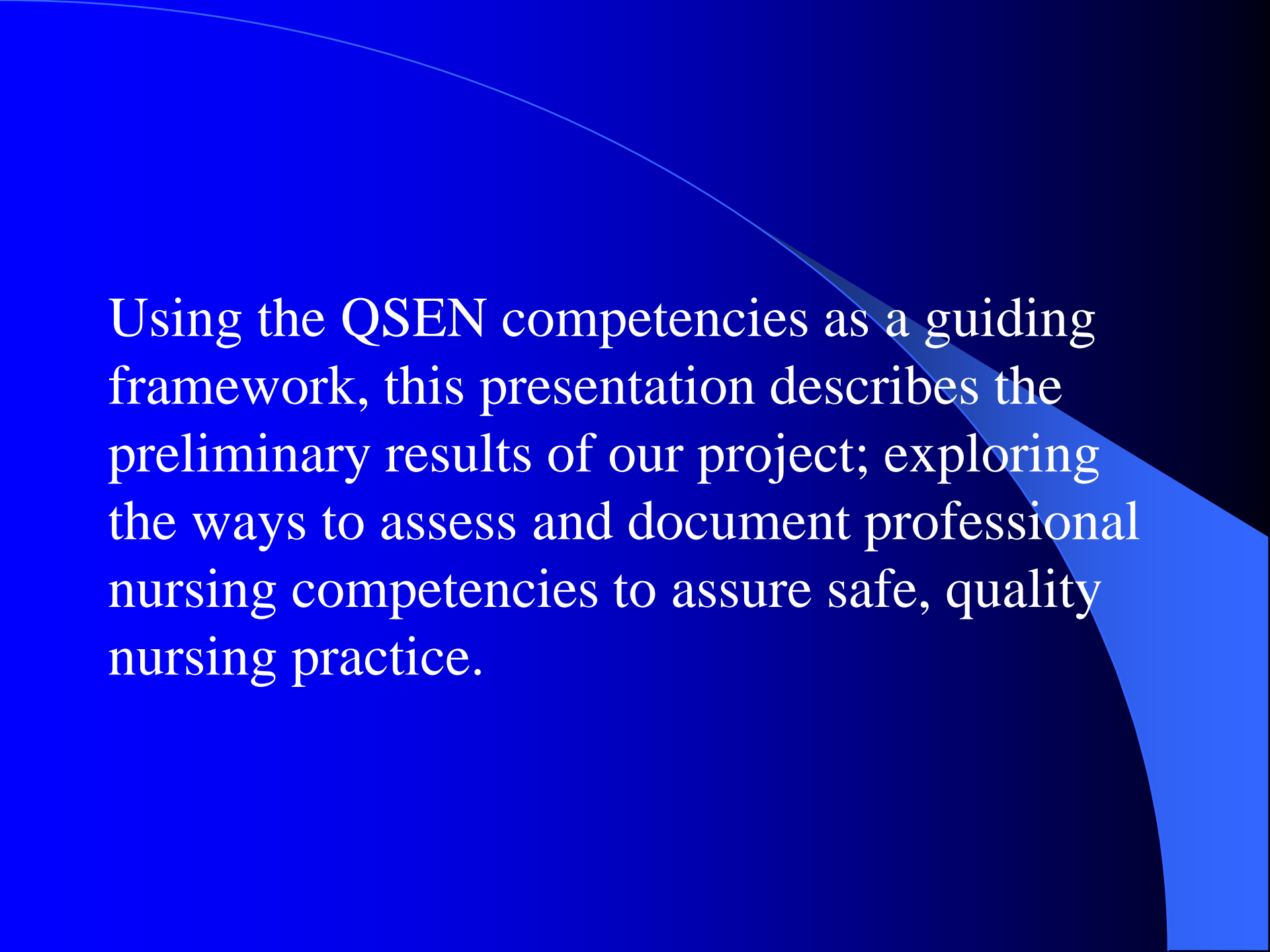
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Introduction

- Expectations that nurses be competent have always been a part of professional codes and standards, licensing and accreditation requirements are a key component of the profession's social contract. During the last decade, we have seen increasing demand to demonstrate accountability for nurse competencies associated with safe, quality practice.

Defining, assessing and documenting competencies are challenging, especially doing so efficiently and effectively. The leadership team identified the need to more precisely define its core nursing competencies particularly those associated with the QSEN competencies and to develop and evaluate methods for assessing and documenting higher-level competencies.



Using the QSEN competencies as a guiding framework, this presentation describes the preliminary results of our project; exploring the ways to assess and document professional nursing competencies to assure safe, quality nursing practice.

QSEN Competencies

- Patient Centered Care
- Teamwork and Collaboration
- Evidence Based Practice
- Quality Improvement
- Informatics
- Safety

Assessment Strategy

Two strategies were used to assess the competency of the current staff (n=434):

1. The written assessment (50 questions) evaluated core knowledge, ability to analyze and synthesize information, apply it to a clinical scenario and make an appropriate clinical judgment.

2. The second level of assessment evaluated nurses' knowledge-in-action during a controlled, standardized patient scenario. Scenarios were developed based on the hospital population served. Assessment skills of the RN were observed by local nursing faculty.

Findings

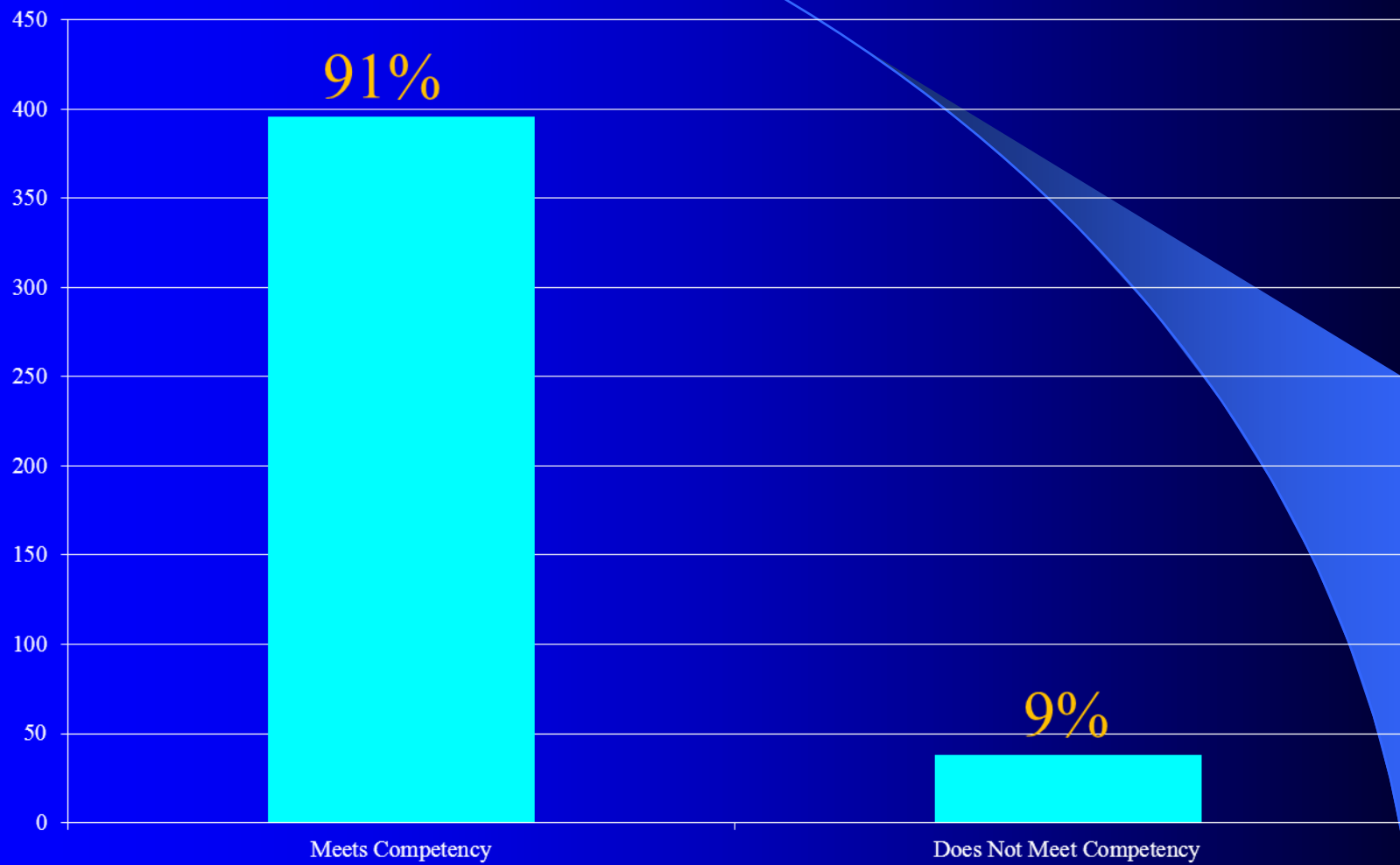
- The mean on the written assessment (37 ± 4) and the observed standardized clinical scenario (73 ± 2) was lower than expected.
- Written exam results suggested the area needing the greatest attention was patient-centered care, specifically the subcomponents of clinical judgment.

Findings

Competency Assessment	Mean	Standard Deviation	Range of Scores
Written Assessment (0-50)	37 (74%)	4	24-48
Patient Scenario Assessment (0-93)	73 (78%)	2	15-93

Further Analysis

- Further analysis was conducted to identify those nurses who scored less than 70% on the safe-medication administration portion of the competency assessment.
- 91% of the nurses successfully passed the safe-medication administration competency.
- A small number of nurses (9%) did not meet the competency.



Medication Safety Remediation

- The leadership team in consultation with the advance practice nurses identified strategies to improve safe medication administration.
- Negotiations occurred with our collective bargaining unit to identify a strategy to ensure safe medication administration.
- Low performers were identified, counseled and given 2 opportunities to improve medication knowledge.

- Remediation in safe medication administration is currently in progress to ensure patient safety.
- Once remediation is completed, annual competency for all nurses will be assessed around knowledge of medication administration

Further Discussion

- Individual nurse's results are being analyzed and themes related to learning opportunities are currently being initiated.
 - Identify and prioritize patient's needs based on accurate interpretation of data.
 - Use sound clinical judgment and reasoning when recognizing changes in patient status.
 - Provide clear and concise report to other members of the health care team utilizing SBAR.

- Advanced practice nurses continue to initiate interventions as well as develop and evaluate methods for assessing and documenting higher-level competencies.
- On-line learning modules have been created for learning opportunities.

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- Thank You for attending!