A Statewide Initiative Integrating Quality and Safety Education for Nurses (QSEN) Through Academic/Clinical Partnerships to Improve Health Outcomes – the First Year in Review

Sigma Theta Tau International Lambda Rho Chapter-at-Large Nursing Research Conference
February 5, 2016
Teri M. Chenot, Ed.D., MS, M.Ed., MSN, RN
Jacksonville University

Roberta Christopher, EdD(c), MSN, APRN, NE-BC, CHTS-CP
Jacksonville University
Presenters

- Teri Chenot, EdD, MS, M.Ed., MSN, RN
  Associate Professor
  Brooks Rehabilitation College of Health Sciences
  School of Nursing
  E-mail: tchenot@ju.edu

- Roberta Christopher, EdD(c), MSN, APRN, NE-BC, CHTS-CP
  Assistant Professor
  Brooks Rehabilitation College of Health Sciences
  School of Nursing
  Email: rchrist6@ju.edu
Objective

• Discuss an innovative statewide initiative aimed at integrating Quality and Safety Education for Nurses (QSEN) through academic/clinical partnerships to improve health outcomes
Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• Overview:
  – The issues of patient safety and medical errors have been well documented in recent years.
  – The high rate of medical errors is a complex issue with many underlying causes.

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• Overview – Continued:
  – Need for new and different skill-set.
  – IOM emphasis on communication

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• The 2002 IOM Report focused on a core set of competencies in health professions education:
  – Patient-Centered Care
  – Interdisciplinary Teams
  – Evidence-Based Practice
  – Quality Improvement
  – Informatics

Cronenwett and the Quality and Safety Education for Nurses (QSEN) faculty members adapted the IOM’s competencies for nursing:

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

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• The Robert Wood Johnson Foundation (RWJ) funding:
  – Project to address preparation of future nurses
  – Focus on Knowledge, Skills, and Attitudes (KSAs)
  – Quality and Safety

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• Academic-service partnerships

• Goals
  – critical competencies
    • leadership,
    • cultural competence,
    • interprofessional collaboration,
    • quality and safety, and
    • increase the diversity of the nursing workforce.

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

• **QSEN National Forums:**
  – 2010 – *Climbing from Good to Great*, Denver, CO
  – 2011 – *Charting the Course*, Milwaukee, WI
  – 2012 – *Innovation to Transformation*, Tucson, AZ
  – 2014 – *Creating a Safe Harbor for Patients and Families* – Baltimore, MD
  – 2015 – *10 Years and Going Strong* – San Diego, CA

Examine the QSEN (Quality and Safety Education for Nurses) Historical Overview and Initiative

- Disconnect between what faculty say they teach and how the nursing graduates practice.

- Adult learning concepts

Examine the QSEN Online Resources

• Visit the QSEN website at www.qsen.org:
  – Competencies
  – Teaching Strategies
  – Faculty Resources
  – Videos
  – Conferences
Identify the QSEN Pre-licensure and Graduate Knowledge, Skills, and Attitudes (KSA’s)

• **Patient-Centered Care:**
  
  – *Definition:* Recognize the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient’s preferences, values, and needs.

Identify the QSEN Pre-licensure and Graduate Knowledge, Skills, and Attitudes (KSA’s)

• Teamwork and Collaboration:
  – Definition: Function effectively within nursing and inter-professional teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care.

• Evidence-Based Practice:
  – *Definition*: Integrate best current evidence with clinical expertise and patient/family preferences and values for delivery of optimal health care.

• Quality Improvement (QI):
  – *Definition:* Use data to monitor the outcomes of care processes and use improvement methods to design and test changes to continuously improve the quality and safety of health care systems.

Identify the QSEN Pre-licensure and Graduate Knowledge, Skills, and Attitudes (KSA’s)

• Safety:
  – *Definition*: Minimizes risk of harm to patients and providers through both system effectiveness and individual performance.

Identify the QSEN Pre-licensure and Graduate Knowledge, Skills, and Attitudes (KSA’s)

• **Informatics:**
  
  – *Definition*: Use information and technology to communicate, manage knowledge, mitigate error, and support decision making.

Disconnect between Academic and Clinical Partner Integration of QSEN
Explore the Integration of QSEN Competencies in the Acute Care Setting for Practicing Nurses

- **A Statewide Initiative Integrating Quality and Safety Education for Nurses (QSEN)** Through Academic/Clinical Partnerships to Improve Health Outcomes
  - Florida Blue Grant – three year $45K grant
  - Collaboration among Florida stakeholders
  - Identify academic/clinical partnerships
  - Four QSEN workshops will be held throughout the state
  - Florida QSEN Summit (capstone) – to promote access for safe, high-quality health care for Florida residents
Explore the Integration of QSEN Competencies in the Acute Care Setting for Practicing Nurses

• The First Year in Review
  – QSEN Workshop #1 (8/24/14) – N FL - UF Health, Jacksonville, FL – 55 attendees
  – QSEN Workshop #2 (10/20/14) – SW FL – Sarasota Memorial Hospital, Sarasota, FL – 21 attendees
  – QSEN Workshop #4 (4/10/15) – Central FL – University of Florida College of Nursing, Gainesville, FL – 31 attendees
• Lessons Learned:
  – Labor intensive – statewide travel, meeting room accommodations, hotels, catering services, etc.
  – Commitment of potential registrants to a QSEN project with an academic/clinical partner.
  – Attendance was a challenge due to unforeseen competing demands, i.e. mandatory Ebola training at hospitals.
  – Pre-Conference knowledge of QSEN KSAs differed by competency and cohort
## QSEN Safety Competency

<table>
<thead>
<tr>
<th></th>
<th>1st Cohort</th>
<th>2nd Cohort</th>
<th>3rd Cohort</th>
<th>4th Cohort</th>
<th>Group Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td>Safety</td>
<td>2.13</td>
<td>2.24</td>
<td>2.38</td>
<td>2.21</td>
<td>2.24</td>
</tr>
</tbody>
</table>
QSEN Quality Improvement Competency

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Likert Score</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Cohort</td>
<td>2.10</td>
</tr>
<tr>
<td>2nd Cohort</td>
<td>2.24</td>
</tr>
<tr>
<td>3rd Cohort</td>
<td>2.38</td>
</tr>
<tr>
<td>4th Cohort</td>
<td>2.17</td>
</tr>
<tr>
<td>Group Mean</td>
<td>2.22</td>
</tr>
</tbody>
</table>
QSEN EBP Competency

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Likert Scale - 0 (Novice) to 5 (Expert)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Cohort</td>
<td>2.25</td>
</tr>
<tr>
<td>2nd Cohort</td>
<td>2.41</td>
</tr>
<tr>
<td>3rd Cohort</td>
<td>2.50</td>
</tr>
<tr>
<td>4th Cohort</td>
<td>2.21</td>
</tr>
<tr>
<td>Group Mean</td>
<td>2.34</td>
</tr>
</tbody>
</table>
QSEN Patient Centered Care Competency

<table>
<thead>
<tr>
<th>PCC</th>
<th>1st Cohort</th>
<th>2nd Cohort</th>
<th>3rd Cohort</th>
<th>4th Cohort</th>
<th>Group Mean</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>2.13</td>
<td>2.35</td>
<td>2.56</td>
<td>2.38</td>
<td>2.36</td>
</tr>
</tbody>
</table>
# QSEN Teamwork & Collaboration Competency

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Likert Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Cohort</td>
<td>2.17</td>
</tr>
<tr>
<td>2nd Cohort</td>
<td>2.29</td>
</tr>
<tr>
<td>3rd Cohort</td>
<td>2.44</td>
</tr>
<tr>
<td>4th Cohort</td>
<td>2.42</td>
</tr>
<tr>
<td>Group Mean</td>
<td>2.33</td>
</tr>
</tbody>
</table>
QSEN Informatics Competency

<table>
<thead>
<tr>
<th>Cohort</th>
<th>Likert Scale</th>
</tr>
</thead>
<tbody>
<tr>
<td>1st Cohort</td>
<td>1.90</td>
</tr>
<tr>
<td>2nd Cohort</td>
<td>2.00</td>
</tr>
<tr>
<td>3rd Cohort</td>
<td>2.00</td>
</tr>
<tr>
<td>4th Cohort</td>
<td>1.79</td>
</tr>
<tr>
<td>Group Mean</td>
<td>1.92</td>
</tr>
</tbody>
</table>
Florida QSEN Center

The 2013 Florida Blue Statewide Nursing Summit was held November 13-15 in Tampa, FL. Click here for Agenda.

Presenters for the pre-summit workshop #1 include QSEN representatives:

Teri Cheno, Ed.D., RN - Associate Professor at Jacksonville University

Roberta Christopher, MSN, ARNP, CHTS-CP - Director of Nursing Research and Magnet at UF Health-Jacksonville

http://qsen.org/faculty-resources/state-qsen-initiatives/florida/
Explore the Integration of QSEN Competencies in the Acute Care Setting for Practicing Nurses

- QSEN Institute
- Florida QSEN Center
  - The state model can serve as a potential pilot program for replication across the country.
  - Pilot program for replication
  - Toolkit for integration
  - Goal: improve outcomes
Questions