From Books to Bedside: Bridging the Gap-Hospital Quality & Safety Initiatives

St. Vincent’s Academic Partnership Project

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We attended a QSEN Conference in August 2014 & were challenged to create an academic-clinical partnership to help better educate nurses to improve patient health outcomes
The QSEN project began in 2005 with funding from the Robert Wood Johnson Grant.

QSEN goal is to address the challenges of educating future nurses with the knowledge, skills & attitudes (KSAs) required to positively impact the quality & safety of health care in their work place.

KSAs based on six competencies: patient-centered care, teamwork & collaboration, evidence-based practice, quality improvement, safety, and informatics.
Background

* Hospitals are the largest employer of new nurses
* 10% of a typical hospital’s nursing staff are new grads
  (Nursing Executive Center, 2007)
* Are these new graduates fully prepared to provide safe & effective care?
  * 90% of academic leaders say “yes”
  * Only 10% of hospital leaders say “yes”
  (Berkow, Virkstis, Stewart & Conway, 2008)
Local hospital nurse leaders are reporting that new graduates lack knowledge of hospital quality and safety initiatives.

These nursing initiatives majorly impact patient outcomes and are tied into hospital reimbursement.

**Knowledge of these initiatives are imperative**
Quality Improvement

- QSEN defines this core competency as:
- The “use of 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” (QSEN, n.d.)

- In order to do this, nursing students must “recognize that nursing and other health professions students are parts of systems of care and care processes that affect outcomes for patients and families” (QSEN, n.d.)
QSEN defines this core competency as:

“Minimizing risk of harm to patients and providers through both system effectiveness and individual performance” (QSEN, n.d.)

In order to do this, nursing students should be able to “discuss potential and actual impact of national patient safety resources, initiatives and regulations” (QSEN, n.d.)
How knowledgeable are new graduates about these hospital quality and safety initiatives?

- National Patient Safety Goals (NPSGs)
- Core measures
- Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
- Hospital Acquired Conditions (HACs)

Anecdotally, “Not very”.
**Goal of Research**

- **Step One:** Validate that new nurses have a gap in their knowledge of hospital quality and safety initiatives
  - Survey recent nurse graduates
  - Survey nursing faculty

If validated...

- **Step Two:** Partner with nursing faculty for potential collaboration
Step One

- New Nurse Survey
  - SVR, SVS, OPMC, & UF Health
  - Within 6 months of graduation
  - SurveyMonkey® via employee email
  - Demographics (age, gender, type of nursing program)
  - 10 questions
Nursing Faculty Survey
  - JU, UNF, FSCJ, ITT Breckenridge
  - SurveyMonkey® via college email
  - Demographics (age, gender, work & clinical experience)
  - 10 questions
Step One: Survey Questions

New Nurses
Based on knowledge gained from nursing school only:

1. Could they identify the current 2014 Core Measures?
2. Did they understand the significance of what Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) means in relation to hospital reimbursement?
3. Could they identify the Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS) initiatives?
4. Could they identify the different types of hospital associated conditions (HACs)?
5. Can they identify the significance of the National Patient Safety Goals (NPSG) of 2014?
6. Could they identify the topics included in the National Patient Safety Goals (NPSG) of 2014?
7. Were they familiar with nursing bundles as recommended by Institute for Healthcare Improvement (IHI)?

Faculty
Based on your knowledge gained from the nursing curriculum of your undergraduate program only,
Survey Results

New Nurses

- N = 50
- Age (years):
  - 18-25 = 43%
  - 26-30 = 23%
  - 31-40 = 11%
  - 41-50 = 23%
- Since graduation (months):
  - 0-6 = 60%
  - ≥ 6 = 40%
- Degree:
  - ADN = 58.33%
  - BSN = 41.67%
Survey Results

New Nurses

* 1. 2014 Core Measures? No = 16.73%; Some = 52.35%; Yes = 30.92%
* 2. HCAHPS r/t hospital reimbursement? No = 35.4%; Some = 30.1%; Yes = 34.75%
* 3. HCAHPS initiatives? No = 37.45%; Some = 34.8%; Yes = 27.75%
* 4. HACs? No = 18.03%; Some = 11.08%; Yes = 70.8%
* 5. Significance of NPSGs? No = 16.72%; Some = 48.83%; Yes = 34.45%
* 6. 2014 NPSG topics? No = 7.09%; Some = 53.33%; Yes = 39.58%
* 7. Familiar with nursing bundles? No = 21.35%; Some = 47.59%; Yes = 31.06%

Are nursing students learning about hospital quality & safety initiatives:

No = 21.82% Somewhat = 39.73% Yes = 38.45%
Survey Results

Faculty

* N=21
* 75% female
* Age (years):
  * 31-40 = 8.35%
  * ≥ 50 = 91.65%
* Last in setting (years):
  * 0-1 = 54.18%
  * 2-5 = 25.0%
  * ≥ 10 = 20.82%
Survey Results

Faculty

1. 2014 Core Measures? No = 35.4%; Some = 16.67%; Yes = 47.93%
2. HCAHPS r/t hospital reimbursement? No = 35.4%; Some = 20.8%; Yes = 43.75%
3. HCAHPS initiatives? No = 35.4%; Some = 29.2%; Yes = 31.25%
4. HACs? No = 31.25%; Some = 10.43%; Yes = 58.33%
5. Significance of NPSGs? No = 29.0%; Some = 35.4%; Yes = 47.93%
6. 2014 NPSG topics? No = 16.68%; Some = 27.08%; Yes = 56.25%
7. Familiar with nursing bundles? No = 33.33%; Some = 27.08%; Yes = 39.6%

Are nursing faculty teaching about hospital quality & safety initiatives:
No = 33%  Somewhat = 26%  Yes = 41%
Survey Implications

- Patients
- New Nurses
- Hospitals
- Schools of Nursing
Step Two

* Partner with nursing faculty for potential collaboration
* Develop workshop on quality & safety initiatives
  * Lunch & Learns
  * CEs
  * Grant funded
Step Two: Partnering

* “Educating” academia on hospital Q&S initiatives
* Value-Based Purchasing
  * National Patient Safety Goals (NPSGs)
  * Core measures
  * Hospital Acquired Conditions (HACs)
  * Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
Lunch & Learns

- Two lunch-and-learn sessions were held at two different schools of nursing
- Overview of hospital initiatives provided
- Over 40 attendees
- Lunch provided
- One hour CE provided
- Engaging discussions
- Incorporation of initiatives into curriculum?
In Summary

Nurses are integral to improving quality and safety for 1) successful patient outcomes, and 2) reimbursement for care

WOW… that’s a lot of responsibility & power!

As nursing leaders/educators we need to empower our nurses/students so they know that one nurse can truly make a difference... in the health of the patient & the health of the hospital!
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