

Reimagining the QSEN Framework

Innovative Approaches for Applying QSEN in the Practice Setting

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Background

- A large academic healthcare system has used the six QSEN competencies to redesign and reimagine our approach to everything from competency and clinical advancement to interprofessional workshops and hospital programs
- The QSEN competencies, now embedded firmly into our practice setting, has become a foundational part of our approach system issues, program development, and inspired interprofessional growth

Approach

How the CAS Training and Clinical Informatics Teams are applying QSEN

- Redesigning practicums to bring the computer training component of orientation in line with our QSEN method assessing clinical competence
- Developing Preceptor guides to boost the KSA of new team member's recently completed training during departmental orientation
- Developing a new Informatics Resource Liaison role to support bedside teams

Ambulatory Practicum Boost	
Patient and Family Centered Care	
Wrench reports to your toolbar to complete a pre-arrival chart review	
Identify the patients Learning Readiness	
Locate patient instructions	
Teamwork and Collaboration	
Enter a Check-Out Note	
Schedule a Follow-Up appointment	
Complete a Telephone Encounter Refill Request	
EBP Evidence Based Practice	
Use verbal with read back order mode	
Identify patient preferred pharmacy	
Document Teach Back in Patient Education flowsheet	
Quality Improvement	
Address all stop signs. Use your clinical discretion to fill out the information	
Result a Back-Office test document QC	
Safety	
Complete a Medication Reconciliation	
Verify allergies in chart and mark as reviewed	
Associate the order with sore throat and fever	
Informatics	
Review lab results in Chart Review	
Generate a school excuse	
Enter a relevant Progress Note for this visit. Use a few of the "dot phrases" you have learned	

INFORMATICS	SCENARIO
<i>Use information and technology to communicate, manage knowledge, mitigate error, and support decision making.</i>	<i>You have completed your documentation for your patient Naomi and receive a call from a father requesting a medication refill for his son Neil's SYNALAR</i>
KSA	Telephone Encounter – Refill Request
Knowledge	Reason for Call: Medication Refill
Skill	Reorder SYNALAR
Attitude	Telephone with Read back
Skill	Dr. Docson is the PCP
Skill	Route this request to the PCP
Skill	Pend All meds/test requests
Attitude	Close the workspace

Implementing an Interprofessional Informatics Resource Liaison Program

- Define roles and responsibilities of the Informatics Resource Liaison (IRL), committee structure, communication plan, training and sustainability
- Evaluation and outcome measurements will look at the value of, and confidence in, the IRLs ability to perform the roles and responsibilities related to technology support in clinical areas by a selected group of highly engaged IRLs

Informatics Resource Liaison Immersion

Training will provide IRLs with a toolkit and communication pathway. The topics will be an introduction to clinical informatics, bridging the IT GAP with clinicians, breakout session on applying the QSEN framework in technology, and refresher training.

Topic	Presenter	Time
Introduction and Purpose	Anita Harris	10 minutes
Clinical Informatics Fundamentals	Anita Harris	15 minutes
Bridging the Informatics GAP	Joe Albeitz	15 minutes
Structure of Roles and Responsibilities	Angela Ellica	15 minutes
Break	All	10 minutes
QSEN Framework (breakout sessions)	Ciara Culhane	120 minutes
Lunch	All	60 minutes
Refresher Training	Emily Reyes	180 minutes
○ Work order request	Heather Robinette	
○ Smart Tools		
○ Operational Mänge		
○ Break/Fix		
○ Maintenance		
○ Optimization		
○ Creating a User web account		
○ Epic Terms		
Break	All	10 minutes
What does this mean for you as the informatics super user?	Anita Harris	45 minutes
○ UAT		
○ Validation		
○ Clinical workflow analysis		
Adjourn – Next Steps	Anita Harris	5 minutes

Conclusions

The practice setting is beholden to the patient and family experience, a host of regulatory bodies, budgets, quality and safety measurements, evidenced based practice and outcomes. Though these are all vitally important in today's healthcare settings, they can cause competing priorities- especially for educators.

- Having the QSEN competencies as part of our foundational approach to education, program development, and competency assessment has a tremendous impact on our ability to prioritize and provide meaningful education to a growing interprofessional audience
- Our teams growing agility with the QSEN framework in practice allows us to swiftly bucket all of the components of a new, or previously hard to manage, project

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