Quality and Safety in Nursing Education

An Introduction to the Competencies and Knowledge, Skills, and Attitudes

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IOM/QSEN Competencies

- Funded by Robert Wood Johnson Foundation
- Focused on transforming basic education for nurses
- Reflects a new identity for nurses that demonstrates knowledge, skills and attitudes that emphasize quality and safety in patient care
Patient Centered Care

- Patient is in control and a full partner; care is based on respect for patient’s preferences, values, and needs.
  - Consider patient’s cultural preferences
  - Provide pain relief
  - Involve families in care
  - **First Touch Program**
  - **Institute for Healthcare Improvement: Transforming Care at the Bedside – Materials**
Teamwork and Collaboration

- Achieve quality patient outcomes by effectively communicating with nurses and inter-professional teams having mutual respect and shared decision making.
  - SBAR
  - Rapid Response Teams
  - TeamSTEPPS
Evidence Based Practice

- Integrate best current evidence, clinical expertise, and patient values to deliver optimal health care.
  - 60 Second checklist
  - Handwashing
  - Proper hygiene for in and out of room
  - Bundles and protocols
    - Joint Commission Bundles to prevent infection
Quality Improvement (QI)

- Monitor outcomes and use improvement methods to improve the health care system.
  - Culture of Safety
  - Report errors/adverse events
    - Root Cause Analysis
  - Participate in data collection
Safety

- Minimize risk of harm to patients and providers through both system effectiveness and individual performance.
  - Two patient identifiers
  - Patient armbands
  - Medication reconciliation
  - Identify Work-arounds
- National Patient Safety | Joint Commission
- AHRQ Patient Safety Network
Informatics

- Use information and technology to communicate, manage knowledge, mitigate error and support decision making.
  - Medical Record
  - Utilize data bases
  - Lifelong learner