

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