Staff Nurse: Quality & Safety Officer at the Bedside
Margaret Morales MA, APRN, NEA-BC, ACNS-BC

Purpose:
The purpose of this abstract is to identify the staff nurse as the safety and quality officer at the bedside. An innovative model and core curriculum of nursing safety and quality will be presented. The significance of the abstract will be presented, as well as a strategy for the implementation of the model.

Learner Objectives:
1. Define the role of the staff nurse as the quality and safety officer at the bedside.
2. Propose a Nursing Education Curriculum of Safety including:
   - National Database of Quality Nurse Indicators (NDQNI)
   - The Joint Commission
   - Centers For Medicaid & Medicare Services
   - New Regulatory Standards
   - Industry Standards for Organizational Performance.
3. Create a new innovative model to create and sustain a culture of safety.

The Quality Crosswalk
An Overview of Quality and Safety Issues Influencing Health Care
- Health Care Reform
- Sentinel Events
- Reportable Occurrences
- Affordable Health Care Act
- The Joint Commission
- Accreditation, Certification, Standards and Measures
- Performance Measurement and ORYX
- National Quality Forum (NQF) Priorities and Performance Standards
- Patient-Centered Outcomes
- Falls
- Restraints
- Urinary catheter-associated urinary tract infections (CAUTI)
- Central line catheter-associated bloodstream infections (CLABSS)
- Ventilator-associated pneumonia (VAP)
- Nursing-Centered Intervention Measures:
  - Smoking Cessation: Heart Failure, Acute Myocardial Infarction, Pneumonia
  - System Measures: Skill Mix, Nursing Care Hours per Day, Practice
- Centers for Medicare & Medicaid Services (CMS)
  - Hospital Consumer Assessment of Healthcare Providers and Systems (HCAHPS)
  - Institute of Medicine Reports
  - To Err is Human
  - Crossing the Quality Chasm
  - The Future of Nursing
- WHO 100,000/5mInan Lives Campaign Initiatives

The Staff Nurse as the Quality & Safety Officer
The Staff Nurse at the bedside skillfully administers patient care based on human responses. The Staff Nurse is responsible for the care and must be able to maintain the objective data.

Safety is the underlying glossary term for all providers on the healthcare team. Nursing is in the pivotal position to gather, interpret, deliver, and collect data. The new paradigm for nursing is to act on this data as a Safety Officer at the Bedside.

Nursing Quality

Core Curriculum of Competency:
Staff Nurse: Safety and Quality Officer at the Bedside
- Curriculum Strands
  - Core Requirements for Practice
    - ALL Staff Required To Present (Prior to Hire)
    - Licensure Requirements: RN
      - Core Nursing Requirements for Practice (Continuing Ed)
      - Medication Proficiency (National league of Nursing) NLN
    - Intraoperative Nursing Examination (LIN)
    - Practice Examinations (LNN)
    - Certification of Certifications
      - Basic Life Support
      - Advanced Cardiac Life Support
      - Stroke Education Certificates
      - NDNQI Pressure Ulcer Certificate
    - Next Phase: Nursing Orientation
    - Customer Service Orientation and HCAHPS
      - Practice Training: Quality Data Outcomes Training
      - Data Collection, Monitoring, Practice Implementation
    - Nursing Sensitive Indicators: Application & Simulation
      - HAPU, FALLS, Restraints, Seclusion, Peripheral IV Infections
      - Assaults, CLABSS, CAUTI, VAP, Education
    - Joint Commission Cognates: ORYX Standards
    - Smoking Cessation Counseling Training, Medical Emergency Response
      - Vaccination Protocols, Medication Reconciliation
    - Acute Myocardial Infarction, Heart Failure
    - Pneumonia, Surgical Care Improvement Project (SCIP)
    - Asthma Care, Stroke, Venous Thromboembolism, Suicide Screening
    - Review of Sentinel Events, Patient Safety Goals, Patient Education
    - Glamavac Management, Emergency Management, SBR, CMS Cognates
    - HCAHPS
    - Restraints Management and Patient Rights
      - Falls Prevention
      - Patient Complaints
      - Moderate Sedation
      - Stroke
    - Conditions of Participation
      - Renal Dialysis Requirements

Implications for Practice
Preparing Front-Line Staff Nursing in quality practices, data management and the crossroads of data assists in keeping patients safe. A Curriculum of Competency enables the Nursing Education Department to prepare direct care giver nurses to collect data and document data with greater meaning and better outcomes.

Core Curriculum of Safety and Practice for Staff Nurses

Career Beginnings: Quality at the validation of licensure and practice. Hire Nurses who will be able to implement the safety and quality guidelines set by the hospital and regulatory standards. Nurses who are “quality checked” in on the boarding process will be better able to meet and exceed the demands of the quality checks at the hospital patient experience.

Regulatory Practice Requirements:
- Primary Resource Verification of Licensure
- State Nurse Practice Guidelines for Practice: Background Check, Fingerprinting, Licensure Requirements, Credit Check, Continuing Education as Per State Guidelines
- State Health Department Guideline for Hospital Licensure Standards
- AQLS, BCLS, NRP, VST (Stroke, Trauma) Certification Sensitive Areas
- Human Resource Requirements: On boarding

Recommnedations

Evaluation:
CMS: HCAHPS
- Joint Commission Accreditation
- Disease Specific Certifications
- ORYX Benchmarks for Care
- Magnet Recognition of Nursing Excellence

Selected References:
Joint Commission Resources. Getting the Board on Board. What Your Board Needs to Know About Quality & Safety. 2014

Brorns Lebanon Hospital Center
1650 Grand Concourse
Bronx, New York 1046