

**2016 American Nurses  
Association Annual Conference**

Connecting **Quality, Safety**  
and **Staffing** to Improve Outcomes



# Organizational Adoption

Chris Koffel PhD, RN  
Nursing Research | ProMedica

**MARCH 9-11, 2016** LAKE BUENA VISTA, FL [www.nursingworld.org/ANAcconference](http://www.nursingworld.org/ANAcconference)





# PROMEDICA

Healthcare System – 13 Hospitals

Physicians' Offices, Home Care, Hospice & Paramount

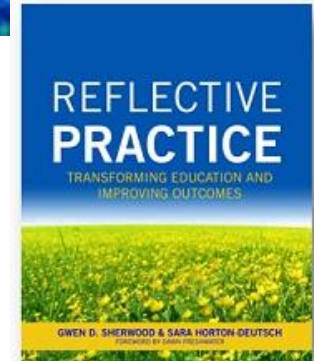
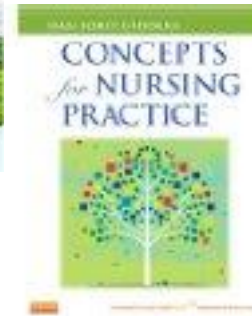
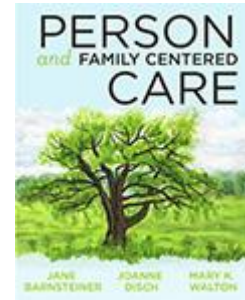
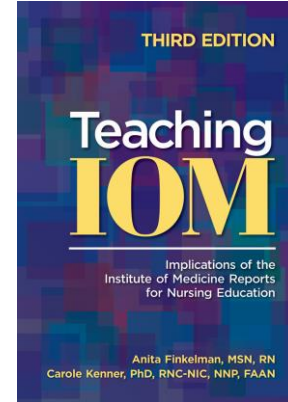
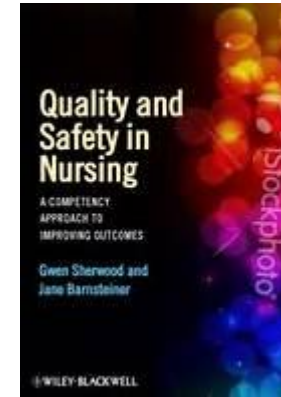
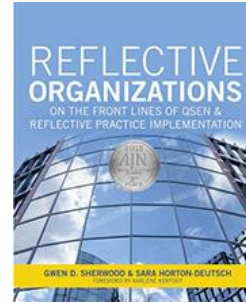
- Locally Owned, Nonprofit Health care System. 4.4 million patient encounters, 81,632 inpatient discharges and 57,000 surgeries annually
- Center of Nursing Excellence
  - On-boarding Educators
  - Residency Educators
  - System Educators
  - System Practice Managers
  - CNE Providership
  - Nursing Research



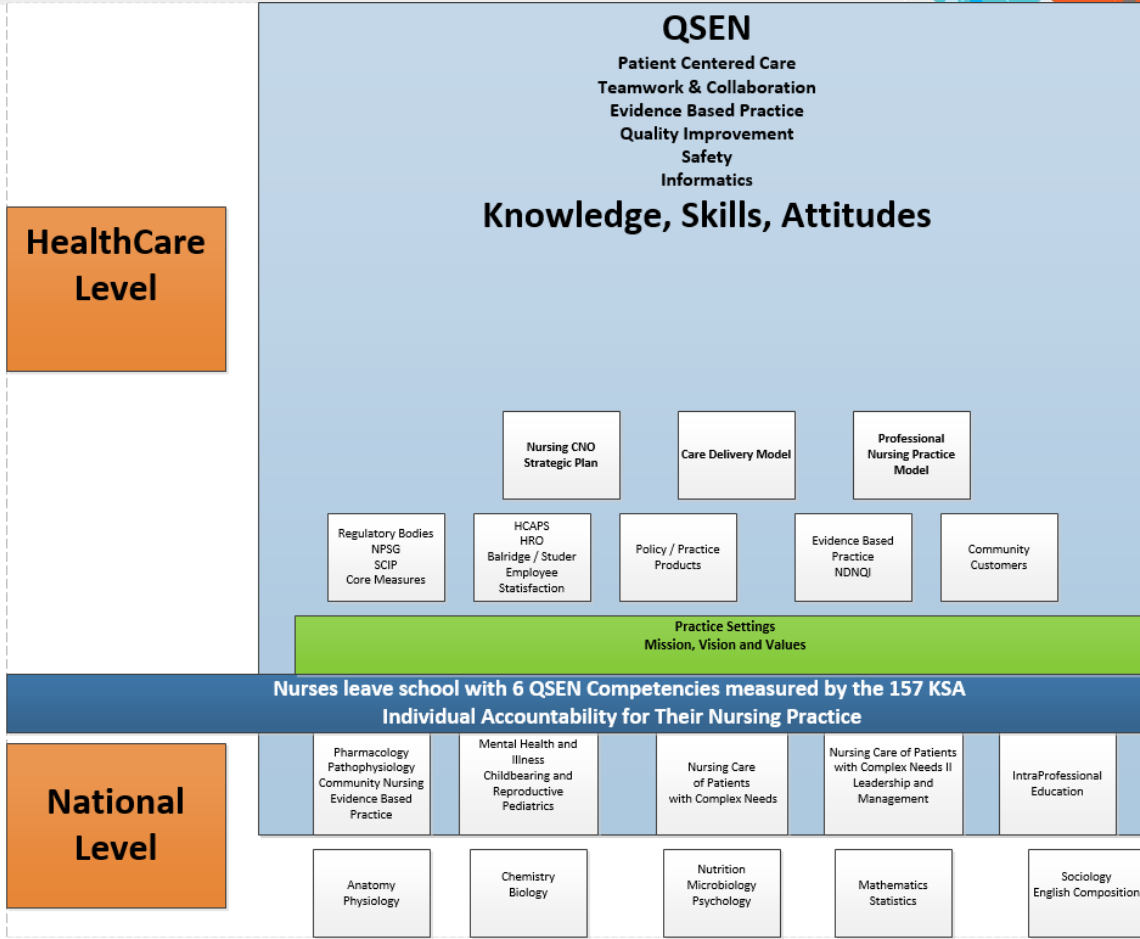


## Building a case for QSEN

- QSEN – 11 years in Academia
- Nursing Texts
- **Next Generation of our Nurses**
  - **Will have QSEN competencies**



Are we doing everything ...

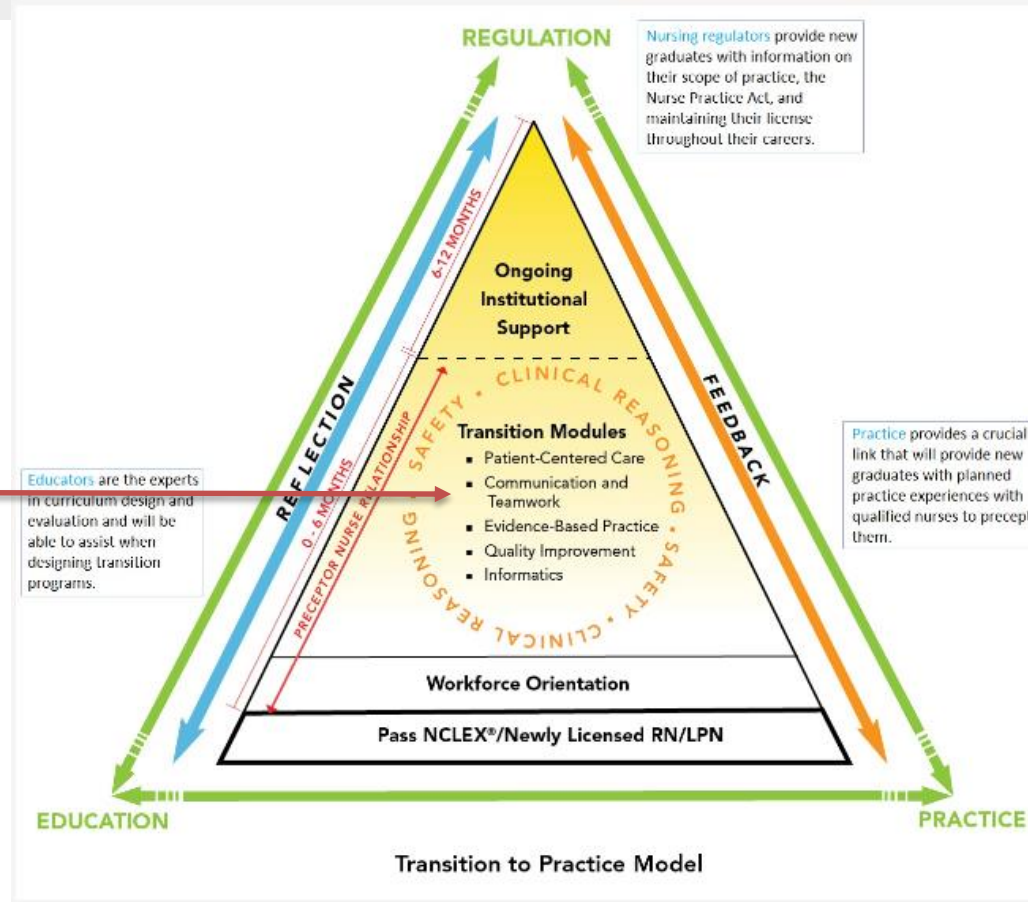




# QSEN: At the Heart of the TTP<sup>®</sup> Model



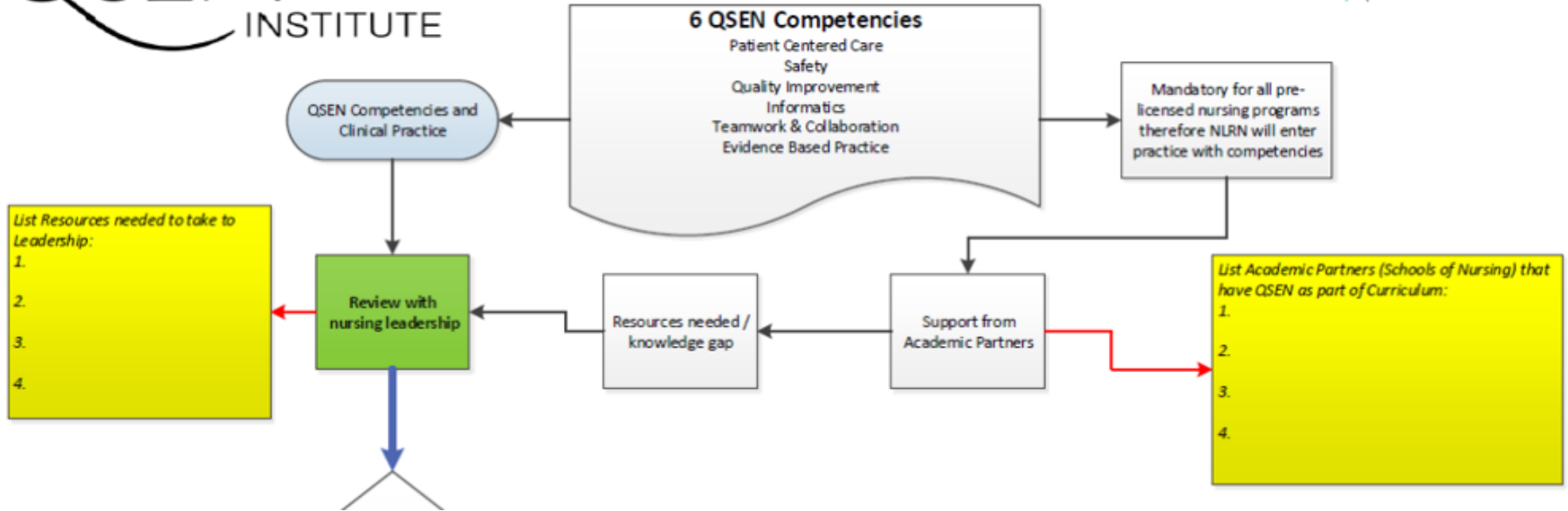
<https://www.ncsbn.org/transition-to-practice.htm>





# QSEN INSTITUTE

Chris Koffel PhD, RN  
**PROMEDICA** | *Your health. One mission.*





# *Depth of Work to QSENize .....*





## **Administration**

*Outcome driven for current quality and safety outcomes.*

## **Practice Educators**

*Learn the model and focus on how to embed in education design.*

## **Department Management Questioning**

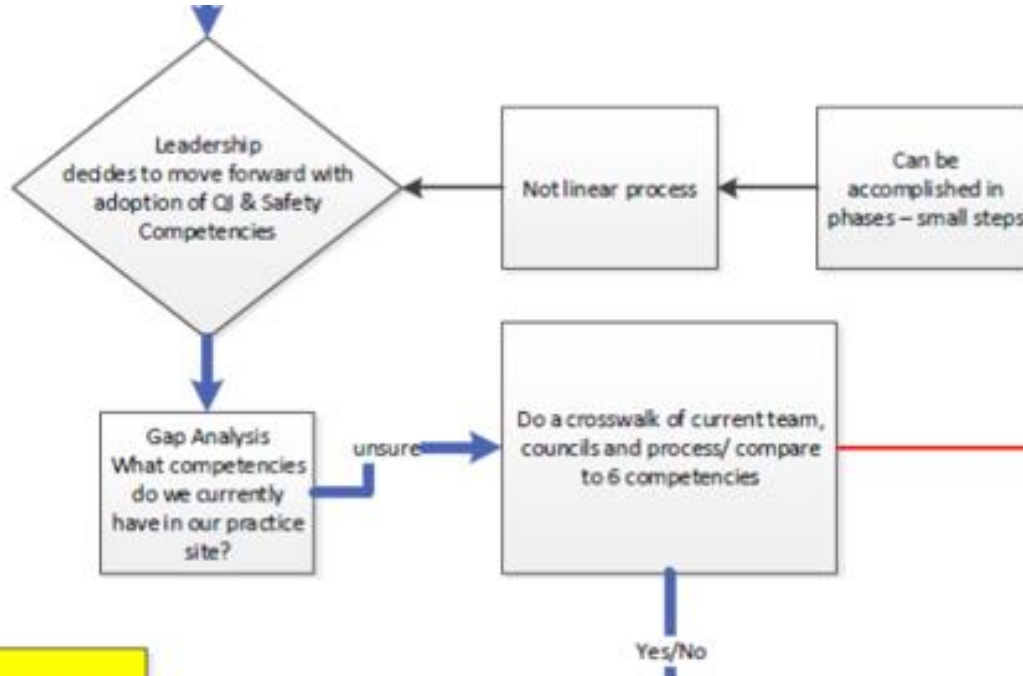
*Use the competencies to modify behaviors and measure behaviors for performance evaluations*

## **Bedside Staff Doubtful**

*General information related to how QSEN will be used....  
Job Description  
Annual Performance Review*

**Practice Audience and Their QSEN Needs:**





List Councils/ Tools that support QSEN Competencies – Do they drill down to individual accountability level? System Level Thinking?

1. Patient-Centered Care –
2. Teamwork & Collaboration –
3. Evidence Based Practice –
4. Safety –
5. Informatics –
6. Quality Improvement –

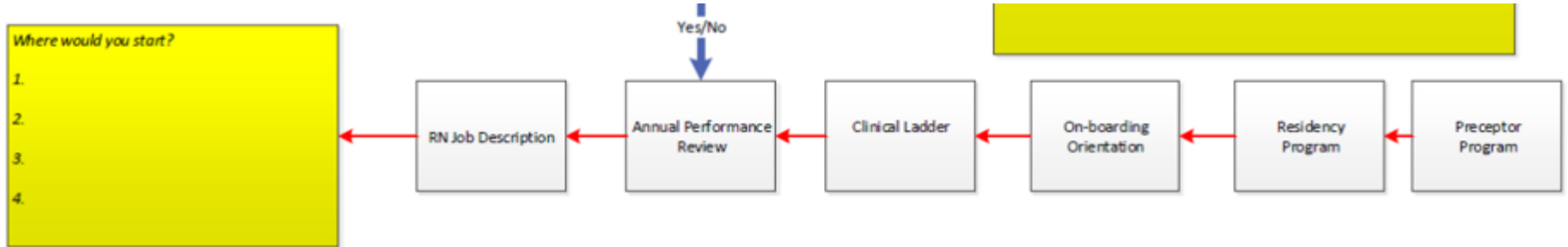
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ProMedica Table Mapping Specific Competencies

This crosswalk was used to identify what our organization had in place according to QSEN Competencies – councils, teams and tools

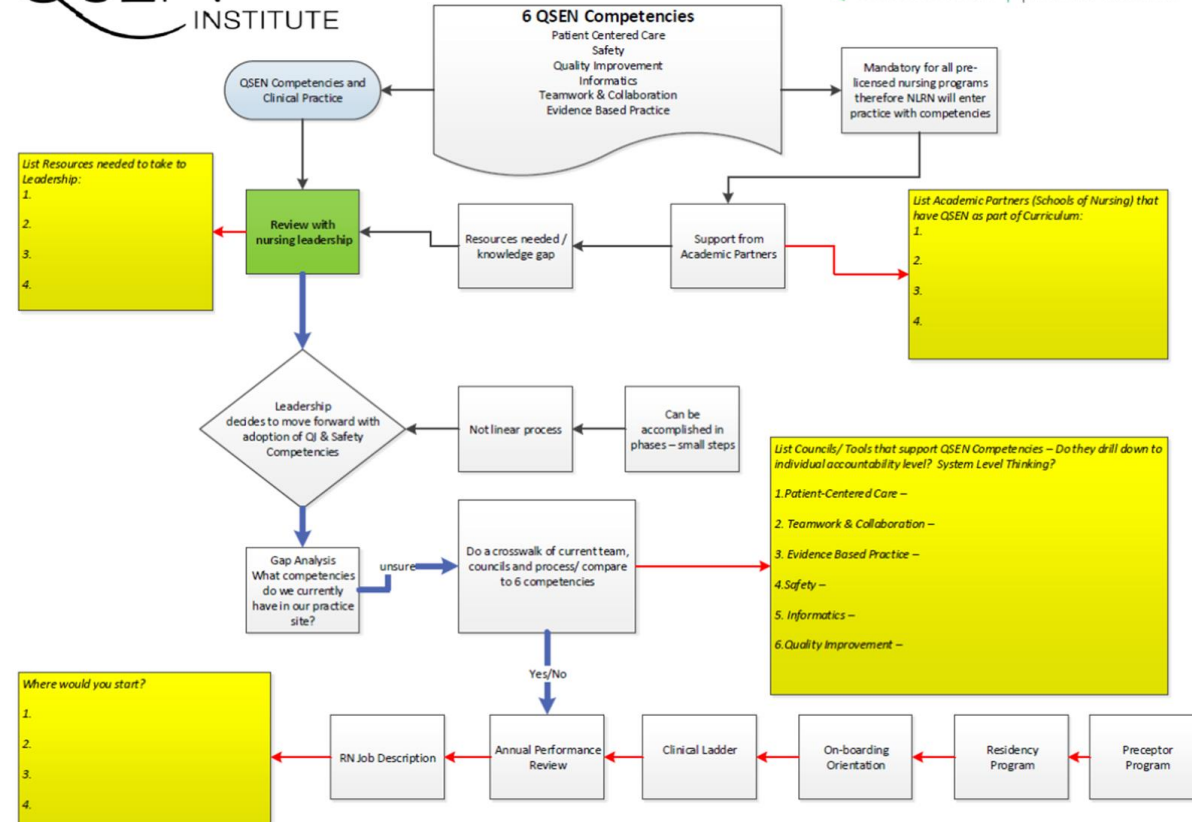
	Patient-Centered Care	Teamwork/ Collaboration	Evidence-Based Practice	Safety	Informatics	Quality Improvement
<b>Definition</b>	Recognize the <u>patient</u> or designee as the <u>source of control</u> and full partner in providing compassionate and coordinated care <u>based on respect for patient's preferences, values, and needs</u>	Function effectively within nursing and <u>inter-professional</u> teams, fostering open communication, mutual respect, and <u>shared decision-making</u> to achieve quality patient care	Integrate <u>best current evidence</u> with <u>clinical expertise</u> and patient/family preferences and values for delivery of optimal health care	Minimizes <u>risk of harm</u> to patients and providers through both <u>system effectiveness and individual performance</u>	Use information and <u>technology</u> to communicate, manage knowledge, mitigate error, and <u>support decision making</u>	Use data to <u>monitor the outcomes</u> of care processes and use improvement methods to design and test changes to <u>continuously</u> improve the quality and safety of health care system
<b>Councils/ System Response</b>	<ul style="list-style-type: none"> <li>Nursing Excellence</li> <li>Service Excellence</li> <li>Practice Council                             <ul style="list-style-type: none"> <li>Division Practice</li> <li>Unit Practice</li> </ul> </li> <li>Patient Flow Council</li> </ul>	<ul style="list-style-type: none"> <li>Best Practice Teams / Institutes</li> <li>Safety Council / OPS</li> <li>PCIC</li> <li>Ethic Committee</li> <li>Workforce Development Council</li> <li>Care Navigators (Transition)</li> <li>Rapid Response Team</li> <li>Code Blue Team</li> <li>Stroke Team</li> </ul>	<ul style="list-style-type: none"> <li>Nursing Research Council                             <ul style="list-style-type: none"> <li>System level</li> </ul> </li> <li>IRB                             <ul style="list-style-type: none"> <li>System Level</li> </ul> </li> <li>ProMedica Center of Nursing Excellence                             <ul style="list-style-type: none"> <li>System Level Professional</li> <li>Nursing Practice</li> </ul> </li> <li>Professional Nursing Development</li> </ul>	<ul style="list-style-type: none"> <li>Safety Council</li> <li>Environmental Safety Council</li> <li>Risk Management</li> <li>Safety Patient Handling Teams</li> <li>Good Catch Program</li> </ul>	<ul style="list-style-type: none"> <li>Nursing Informatics Council                             <ul style="list-style-type: none"> <li>System council</li> </ul> </li> <li>iCare Planning Teams</li> </ul>	<ul style="list-style-type: none"> <li>PQPI</li> <li>PCIC</li> <li>Joint Commission Core Team</li> <li>Got Ideas Program                             <ul style="list-style-type: none"> <li>Employee Involvement Program</li> </ul> </li> </ul>
<b>Tools</b>	<ul style="list-style-type: none"> <li>Admission Packets</li> <li>Interpreter Services                             <ul style="list-style-type: none"> <li>MARTTI computer based</li> </ul> </li> <li>Patient Education                             <ul style="list-style-type: none"> <li>Video on Demand</li> <li>Krames</li> </ul> </li> <li>Communication Boards in Room</li> </ul>	<ul style="list-style-type: none"> <li>SBAR</li> <li>Ticket to Ride</li> <li>ISMP – Pharmacy Alerts</li> <li>Nursing Care Measures</li> <li>Dementia Tool Kit                             <ul style="list-style-type: none"> <li>Purple gowns</li> </ul> </li> <li>Sunrise Patient Flow</li> </ul>	<ul style="list-style-type: none"> <li>Electronic tools                             <ul style="list-style-type: none"> <li>Pharmacy Reference                                     <ul style="list-style-type: none"> <li>Lexicomp</li> </ul> </li> <li>EBP for MD                                     <ul style="list-style-type: none"> <li>UpToDate</li> </ul> </li> <li>Nursing Reference                                     <ul style="list-style-type: none"> <li>Lippincott</li> </ul> </li> <li>Library                                     <ul style="list-style-type: none"> <li>CINAHL, Access Medicine</li> </ul> </li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>Mobility assist equipment                             <ul style="list-style-type: none"> <li>SARA, Stedy, Maxi Sky</li> </ul> </li> <li>Hourly rounding</li> <li>Safety Huddles</li> <li>Bedside reports</li> <li>Pre-check list for procedures</li> </ul>	<ul style="list-style-type: none"> <li>eICU</li> <li>WOWs                             <ul style="list-style-type: none"> <li>Work stations on wheels / bedside computers</li> </ul> </li> <li>Smart Pumps</li> <li>Bar Coding / Pyxis</li> <li>Electronic Health Care Records                             <ul style="list-style-type: none"> <li>iCare Alerts</li> <li>HBI</li> </ul> </li> </ul>	<ul style="list-style-type: none"> <li>TPE Recognition</li> <li>Balridge - HRO Dashboards – Nursing / Infection Control</li> <li>PQPI Projects</li> <li>LEAN Process &amp; projects</li> <li>Patient Satisfaction Scores</li> <li>NANDA /NIC /NOC</li> <li>Coding ICD -10</li> </ul>





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## What Can Practice Gain

- Lessen the Theory-Practice Gap
- Gain and apply the new graduate's knowledge in QSEN
- Build on the individual accountability/competency for safety and quality
- Improve academic progression by building a common language
- Improve current workforce knowledge in Quality and Safety

Linda Cronenwett PhD, RN

“...in the end, we expect these changes to make a difference in the quality and safety of health care everywhere”



# QSEN

INSTITUTE

Website:

[www.qsen.org](http://www.qsen.org)

<http://qsenpractice.weebly.com/>



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