Expanding QSEN Competencies Across a Regional Service-Academic Alliance: Educating Nurses as Quality Agents to Ensure Safe Passage in a Complex Healthcare Environment

Greater Kansas City Collegiate Nurse Educators
Kansas City Area Nurse Executives

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The study questions

- Where were we in the GKC area schools/colleges of nursing in the implementation of QSEN?
- How many had sent faculty to national workshops?
- What are the barriers to QSEN implementation?
QSEN Results

Type of School/College

- Public
- Private, Not-for-Profit
- Private, For-Profit

Has QSEN Been Integrated in the Curriculum?

- Yes
- No
- Under Consideration

Sent Faculty to AACN Sponsored Workshops?

- Yes
- No
Barriers to Sending Faculty to QSEN Workshops

- Different class/clinical schedules
- Time
- Funding
So, we decided to do something about it!

- We knew we needed to have a workshop in the area.
- We knew QSEN could be more successful if we engaged our service partners, and
- We knew if we could find the funding and create a workshop that would allow participants to leave with tangible strategies, partnerships and solutions, people would come.
The IOM calls for specific work in this area

Recommendation 6: Ensure that nurses engage in lifelong learning.

Faculty should partner with health care organizations to develop and prioritize competencies so curricula can be updated regularly to ensure that graduates at all levels are prepared to meet the current and future needs of the population.

Exemplars: Designated Education Units, Joint Appointments.
September 28, 2011: First Regional Service-Academic QSEN Workshop

Participants: 87 nursing faculty and service representatives
10 service facilities
14 nursing programs
Funded by a local healthcare system
Participants Voiced the Desire To:

- Create new collaborative strategies to integrate QSEN in academia and service
- Remove barriers in partnering to provide quality care
- Meet in six to nine months to explore best practices that evolved from the workshop
How Do We Partner?

Where are natural interfaces?
Clinical Units for Student Learning Experiences

Undergraduate courses where collaboration currently exists
Undergraduate Nursing Research (NR) Course Faculty/Students Partner with Vice-President for Performance Improvement

QI Competency, NR course objectives & facility’s QI priorities served as basis for selection of areas for student engagement

Student groups partner with assigned PI managers
Project Areas

Reducing readmissions for pneumonia and CHF
Identification of strategies to reduce restraint usage
Development of an instrument to measure PPE compliance
Assessing and training of staff related to cultural diversity and patient satisfaction
Auditing DVT compliance
Implementing TeamSTEPPS
Group Work for the Partners

Determine ways to integrate QSEN competencies into your current programs.

What competencies will be the most difficult to integrate?

What are strategies to use when integrating QSEN while partnering with the schools/colleges that collaborate with you as a clinical site?
Service Partners:

- QSEN is a new framework but is familiar due to its alignment with IOM Future of Nursing report and National Patient Safety Goals
- KSA = “ASK” — encouraging communication and supporting new staff
- Staff nurses may know QSEN competencies but do not know the “language” of QSEN
- Gap analysis of staff knowledge
- Make competencies explicit without overwhelming staff
- System contributes to task orientation: move from task workers to knowledge works
What Did We Learn??

Academic Partners

- Integrate QSEN competencies into didactic teaching through use of videos and case studies
- Integrate QSEN competencies into clinical experiences through simulation and debriefing
- Collaborate with clinical sites for relevant quality improvement initiatives
- Include exam questions related to QSEN competencies
Recommendations

- Collaborate on educational research related to QSEN integration
- Q-Tips lunch for student learning opportunity
- Integrate QSEN competencies into Clinical Ladder programs and Practice Councils
- Collaborate on submission of QSEN projects to national QSEN conference annually

Be Bold and Break the Mold!!
Next Steps....