



QSEN (Quality and Safety Education for Nurses) Competencies

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As presented to the Alliance for Nursing Informatics Governing Directors Meeting November 2013

The Quality and Safety Education for Nurses (QSEN) project addresses the challenge of preparing future nurses with the knowledge, skills, and attitudes (KSAs) necessary to continuously improve the quality and safety of the healthcare systems within which they work. The website, www.qsen.org, is a central repository of information on the core QSEN competencies, KSAs, teaching strategies, and faculty development resources designed to best support this goal.

Using the Institute of Medicine (2003) competencies for nursing, QSEN faculty have defined pre-licensure and graduate quality and safety competencies for nursing and proposed targets for the knowledge, skills, and attitudes to be developed in nursing programs for each competency:

- Patient-Centered Care
- Teamwork & Collaboration
- Evidence Based Practice
- Quality Improvement
- Safety (though not included in the IOM list, faculty thought it was implicit but needed distinct competencies)
- **Informatics**

Pre-licensure Informatics Competencies

INFORMATICS		
Definition: Use information and technology to communicate, manage knowledge, mitigate error, and support decision making.		
Knowledge	Skills	Attitudes
Explain why information and technology skills are essential for safe patient care	Seek education about how information is managed in care settings before providing care Apply technology and information management tools to support safe processes of care	Appreciate the necessity for all health professionals to seek lifelong, continuous learning of information technology skills
Identify essential information that must be available in a common	Navigate the electronic health record	Value technologies that support clinical decision-making, error



<p>database to support patient care</p> <p>Contrast benefits and limitations of different communication technologies and their impact on safety and quality</p>	<p>Document and plan patient care in an electronic health record</p> <p>Employ communication technologies to coordinate care for patients</p>	<p>prevention, and care coordination</p> <p>Protect confidentiality of protected health information in electronic health records</p>
<p>Describe examples of how technology and information management are related to the quality and safety of patient care</p> <p>Recognize the time, effort, and skill required for computers, databases and other technologies to become reliable and effective tools for patient care</p>	<p>Respond appropriately to clinical decision-making supports and alerts</p> <p>Use information management tools to monitor outcomes of care processes</p> <p>Use high quality electronic sources of healthcare information</p>	<p>Value nurses' involvement in design, selection, implementation, and evaluation of information technologies to support patient care</p>

Graduate Informatics Competencies (for all nurses with graduate degrees; informatics nurses would have more competencies)

INFORMATICS		
Definition: Use information and technology to communicate, manage knowledge, mitigate error, and support decision making.		
Knowledge	Skills	Attitudes
<p>Contrast benefits and limitations of common information technology strategies used in the delivery of patient care</p> <p>Evaluate the strengths and</p>	<p>Participate in the selection, design, implementation and evaluation of information systems</p> <p>Communicate the integral role</p>	<p>Value the use of information and communication technologies in patient care</p>



<p>weaknesses of information systems used in patient care</p>	<p>of information technology in nurses' work</p> <p>Model behaviors that support implementation and appropriate use of electronic health records</p> <p>Assist team members to adopt information technology by piloting and evaluating proposed technologies</p>	
<p>Formulate essential information that must be available in a common database to support patient care in the practice specialty</p> <p>Evaluate benefits and limitations of different communication technologies and their impact on safety and quality</p>	<p>Promote access to patient care information for all professionals who provide care to patients</p> <p>Serve as a resource for how to document nursing care at basic and advanced levels</p> <p>Develop safeguards for protected health information</p> <p>Champion communication technologies that support clinical decision-making, error prevention, care coordination, and protection of patient privacy</p>	<p>Appreciate the need for consensus and collaboration in developing systems to manage information for patient care</p> <p>Value the confidentiality and security of all patient records</p>
<p>Describe and critique taxonomic and terminology systems used in national efforts to enhance interoperability of information systems and knowledge management systems</p>	<p>Access and evaluate high quality electronic sources of healthcare information</p> <p>Participate in the design of clinical decision-making supports and alerts</p> <p>Search, retrieve, and manage data to make decisions using information and knowledge management systems</p>	<p>Value the importance of standardized terminologies in conducting searches for patient information</p> <p>Appreciate the contribution of technological alert systems</p> <p>Appreciate the time, effort, and skill required for computers, databases and other technologies to become reliable and effective tools for patient</p>



	Anticipate unintended consequences of new technology	care
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REFERENCES

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