QSEN and Magnet®: Incorporating Systems Thinking for Quality Care

Jeanette Merriweather, DNP, RN, CNE, CNN
Department of Physiological and Technological Nursing
Georgia Regents University, Augusta, Georgia
Objectives

• Explain why quality and safety education in nursing (QSEN) is important for preventing adverse events in hospitals.

• Discuss the relevance of QSEN and Magnet Status to positive patient outcomes.

• Examine systems thinking in relationship to patient safety.

• Analyze the role of interdisciplinary education and collaboration in patient safety.

Jeanette Merriweather is employed by Georgia Regents University of Augusta, Georgia as an Assistant Professor in the Department of Physiological and Technological Nursing. No actual or potential conflict of interest is associated with this presentation. No sponsorship or commercial support was given to the author.
Magnet Recognition Program

• Patient care errors have continued to threaten the health and safety of patients and erode trust among the public.

• Recent investigations of hospitals in the United States (U.S.) have confirmed that the percentage of preventable adverse patient events has been understated.

Sitterding, 2011
BACKGROUND

Preventable adverse events such as nosocomial infections, falls, pressure, ulcers, and many other avoidable incidents have plagued our health care system.
The purpose of this presentation is to describe how integrating systems thinking into the QSEN and Magnet® environment offers promise for developing a culture that fosters patient safety.

Dolansky & Moore, 2013

Adverse Events Identified Among Sample Medicare Beneficiaries by Clinical Category

- Events related to Medication: 31%
- Events related to Patient Care: 28%
- Events related to Surgery or other Procedures: 26%
- Events related to Infection: 15%

(Number of patients in sample n=708)
(Adverse events n=128)

https://oig.hhs.gov/oei/reports/oei-06-09-00090.pdf
Magnet Recognition Program

The American Nurses Credentialing Center (ANCC) developed the Magnet Recognition Program® to promote safety and quality in the hospital setting.

American Nurses Credentialing Center, 2013
Magnet Recognition Goals

The Magnet Recognition Program® advances the following goals:

- Structural Empowerment
- Transformational Leadership
- New Knowledge, Innovations, & Improvements
- Exemplary Professional Practice

Global Issues in Nursing & Health Care

External resources:
http://www.nursecredentialing.org/MagnetModel
Quality

• It could be argued that Magnet® recognition is a marker of pre-existing quality pursued by hospitals before the recognition was obtained. However, research supports lower odds of mortality and lower odds of failure to rescue in Magnet® facilities.

• Although the number of Magnet® recognized hospitals has grown (now 8% of hospitals nationally), only a slight improvement in patient safety and quality outcomes have been reported.

Brady, 2011
Need for Change

• Despite small gains in quality and safety indicators, several preventable incidents continue to plague our healthcare system.

• Safety and quality issues identified in the U.S. healthcare system have triggered a mandate to transform nursing education into a new model which in turn prepares graduates for interdisciplinary collaboration and systems thinking.

Brady, 2011
In 2005, nursing leaders responded to the Institute of Medicine’s call by forming the QSEN initiative. The purpose of this initiative was to integrate contemporary quality and safety content into nursing education.

Dolansky & Moore, 2013
QSEN competencies are patient centered care, teamwork, collaboration, evidence based practice, safety, quality improvement, and informatics.

Dolansky & Moore, 2013

http://qsen.org/
QSEN and Magnet®:

The relationship between nursing excellence and a culture of patient safety is well illustrated through the combining of QSEN and Magnet®.
Systems Thinking

Integrating systems thinking into the QSEN and Magnet® environment offers promise for developing a culture that fosters patient safety.

Dolansky & Moore, 2013
Interdependence

- Dolansky and Moore (2013) suggest that systems thinking is vital to heighten awareness of the interdependencies needed to provide safety and quality care.

- In fact, they suggest that events occur as a part of a chain in the system, rather than isolated occurrences.

Dolansky & Moore, 2013
Patterns and Complexity

- Most systems have deep layers of complexity in which patient care is delivered, requiring nurses to recognize patterns and processes that are barriers to patient safety.

- Nurses are informed about the quality of their work by the system in which they provide care.
OUTCOME

QSEN

Magnet

Systems Thinking for Quality Care

Optimal Patient Care
SUMMARY

Elements of QSEN and Magnet® can be incorporated into systems thinking to achieve quality care and safety.

- Demonstrate awareness of required interdependencies by working together as links of a chain.
- Demonstrate exemplary practices, innovations, and improvements.
- Provide nursing education which places a focus on interdisciplinary collaboration and systems thinking.
- Recognize patterns and processes that are barriers to patient safety.
- Create a culture of patient safety in the hospital setting.


Questions