

QSEN Competencies and Alignment with *THINK Like a Nurse: Practical Preparation for Professional Practice 2nd ed.*

I. Patient Centered Care:

Recognize the patient or designee as the source of control and full partner in providing compassionate and coordinated care based on respect for patient’s preferences, values, and needs.

Knowledge	Alignment with Think Like a Nurse	Pages
Integrate understanding of multiple dimensions of patient centered care: <ul style="list-style-type: none"> • patient/family/community preferences, values • coordination and integration of care • information, communication, and education • physical comfort and emotional support • involvement of family and friends • transition and continuity Describe how diverse cultural, ethnic and social backgrounds function as sources of patient, family, and community values	Chapter 3: Caring and Compassion Empathy Nurse Engagement Caring Made Practical Holistic and Spiritual care Power of Presence Power of Touch Caring for Families/How to Handle Difficult Families Becoming Culturally Competent Chapter 10: The Nurse is an Educator	39-42 44-45 46 46-49 49-56 56-57 57-59 42-44 59-60 179-181
Demonstrate comprehensive understanding of the concepts of pain and suffering, including physiologic models of pain and comfort.	n/a	
Examine how the safety, quality and cost effectiveness of health care can be improved through the active involvement of patients and families	Chapter 3: Caring for Families	42-44

Examine common barriers to active involvement of patients in their own health care processes		
Describe strategies to empower patients or families in all aspects of the health care process		
Explore ethical and legal implications of patient-centered care	Chapter 2: Take Care of Yourself	28-31
Describe the limits and boundaries of therapeutic patient-centered care	Chapter 3: Compassion Fatigue	45
Discuss principles of effective communication	Chapter 4: Unprofessional Behavior/Incivility Principles of Respectful and Effective Communication	70-78 78-79
Describe basic principles of consensus building and conflict resolution	Chapter 10: How to Prepare to Assume Care	186-187
Examine nursing roles in assuring coordination, integration, and continuity of care	Principles of Collaborative Communication	187-191

II. Teamwork and Collaboration

Definition: Function effectively within nursing and inter-professional teams, fostering open communication, mutual respect, and shared decision-making to achieve quality patient care.

Knowledge	Alignment with Think Like a Nurse	Pages
Describe own strengths, limitations, and values in functioning as a member of a team	Chapter 1: Do You Have What it Takes to Be a Nurse?	3-22
Describe scopes of practice and roles of health care team members	Chapter 10: Principles of Proper Delegation	191-192

<p>Describe strategies for identifying and managing overlaps in team member roles and accountabilities</p> <p>Recognize contributions of other individuals and groups in helping patient/family achieve health goals</p>	<p>Teamwork Made Practical</p>	<p>228-229</p>
<p>Analyze differences in communication style preferences among patients and families, nurses and other members of the health team</p> <p>Describe impact of own communication style on others</p> <p>Discuss effective strategies for communicating and resolving conflict</p>	<p>Chapter 4: Unprofessional Behavior/Incivility Principles of Respectful and Effective Communication</p> <p>Chapter 10: How to Prepare to Assume Care</p>	<p>70-78 78-79</p> <p>186-187</p>
<p>Describe examples of the impact of team functioning on safety and quality of care</p> <p>Explain how authority gradients influence teamwork and patient safety</p>	<p>Chapter 4: Character Matters Excellence Matters</p> <p>Chapter 10: The Nurse is a Leader</p>	<p>64-66 66-67</p> <p>192-195</p>
<p>Identify system barriers and facilitators of effective team functioning</p> <p>Examine strategies for improving systems to support team functioning</p>	<p>Chapter 4: Excellence Matters</p> <p>Chapter 10: The Nurse is a Leader</p>	<p>66-67</p> <p>192-195</p>

III. Evidence-Based Practice

Definition: Integrate best current evidence with clinical expertise and patient/family preferences and values for delivery of optimal health care.

Knowledge	Alignment with Think Like a Nurse	Pages
<p>Demonstrate knowledge of basic scientific methods and processes</p> <p>Describe EBP to include the components of research evidence, clinical expertise and patient/family values.</p>	<p>Chapter 10: Incorporating Evidence-Based Practices into Your Practice</p>	<p>228</p>
<p>Differentiate clinical opinion from research and evidence summaries</p> <p>Describe reliable sources for locating evidence reports and clinical practice guidelines</p>	<p>n/a</p>	
<p>Explain the role of evidence in determining best clinical practice</p> <p>Describe how the strength and relevance of available evidence influences the choice of interventions in provision of patient-centered care</p>	<p>n/a</p>	
<p>Discriminate between valid and invalid reasons for modifying evidence-based clinical practice based on clinical expertise or patient/family preferences</p>	<p>n/a</p>	

IV. Quality Improvement

Definition: Use data to monitor the outcomes of care processes and use improvement methods to design and test changes to continuously improve the quality and safety of health care systems.

Knowledge	Alignment with Think Like a Nurse	Pages
Describe strategies for learning about the outcomes of care in the setting in which one is engaged in clinical practice	Chapter 9: Clinical Reasoning Is Nurse Thinking (entire chapter)	141-168
Recognize that nursing and other health professions students are parts of systems of care and care processes that affect outcomes for patients and families Give examples of the tension between professional autonomy and system functioning	Chapter 4: Moral Courage	65
Explain the importance of variation and measurement in assessing quality of care	n/a	
Describe approaches for changing processes of care	n/a	

V. Safety

Definition: Minimizes risk of harm to patients and providers through both system effectiveness and individual performance.

Knowledge	Alignment with Think Like a Nurse	Pages
Examine human factors and other basic safety design principles as well as commonly used unsafe practices (such as, work-arounds and dangerous	Chapter 7: Safety Chapter 9: Clinical Reasoning Is Nurse Thinking	112-115 141-168

<p>abbreviations)</p> <p>Describe the benefits and limitations of selected safety-enhancing technologies (such as, barcodes, Computer Provider Order Entry, medication pumps, and automatic alerts/alarms)</p> <p>Discuss effective strategies to reduce reliance on memory</p>		
<p>Delineate general categories of errors and hazards in care</p> <p>Describe factors that create a culture of safety (such as, open communication strategies and organizational error reporting systems)</p>	n/a	
<p>Describe processes used in understanding causes of error and allocation of responsibility and accountability (such as, root cause analysis and failure mode effects analysis)</p>	n/a	
<p>Discuss potential and actual impact of national patient safety resources, initiatives and regulations</p>	n/a	

VI. Informatics

Definition: Use information and technology to communicate, manage knowledge, mitigate error, and support decision making.

Knowledge	Alignment with Think Like a Nurse	Pages
Explain why information and technology skills are essential for safe patient care	Chapter 5: Portable Nursing Textbooks	88-89
Identify essential information that must be available in a common database to support patient care Contrast benefits and limitations of different communication technologies and their impact on safety and quality	Chapter 10: Nursing Informatics How to Prepare to Assume Care	178-179 186-187
Describe examples of how technology and information management are related to the quality and safety of patient care Recognize the time, effort, and skill required for computers, databases and other technologies to become reliable and effective tools for patient care	Chapter 5: Portable Nursing Textbooks Chapter 10: Nursing Informatics How to Prepare to Assume Care	88-89 178-179 186-187