

Northeastern University Bouvé College of Health Sciences

## How Do We Keep The Care?


Carole Kenner, PhD, RNC-NIC, FAAN  
 Dean, Professor School of Nursing  
 Associate Dean Bouvé College of Health Sciences  
 Northeastern University  
 Boston, MA

School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## Objectives

- Discuss how nursing care is key to patient safety and quality.
- Describe the relationship between the newest nursing reports and need to recognize the critical element of care.



School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## High Tech? High Touch? Nursing?

- This was the mantra in the '80s and '90s but how does this fit today?
- Where is Nursing in this equation?



School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## Core Competency 1: Patient-Centered Care


- Identify, respect, & care about patients' differences, values, preferences, & expressed needs; relieve pain & suffering; coordinate continuous care; listen to, clearly inform, communicate with, & educate patients; share decision making & management; & continuously advocate disease prevention, wellness, & promotion of healthy lifestyles, including population health.

School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## Competency Questions

- Does this core competency mean we need to look more at caring and yet still consider how science and technology impact care? What does this competency really mean for patient care? For Nursing education?



School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## Improving Patient Outcomes

- Shared Vision
- Nurse Champions
- Share Decision and Solutions
- Interdisciplinary or Interprofessional Team-trust and respect
- LACE work




- Perla, L. (2010). Improving Patient Outcomes by Developing Nurse Champions. *Nurse Leader*, 8(6), 26-28.

School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## Futures Report

- Focus on Patient Centered Care
  - Magnet?
  - IOM?



- Implications: What is the role of nursing education in ensuring caring? How do we prepare students? What is the role that this plays in clinical reasoning?

School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences

## Safety




- Use of Informatics
- Checklists
- Electronic handoffs
- Requires education and ongoing training to use technology as well as keeping current-continuing competencies in nursing.
- IOM Competencies
- How is safety related to caring? To clinical reasoning and patient centered care?

School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences

## Affordable Care Act



- Prevention
- Promotion of Health
  - Nursing?
- Gaps and turf issues about scope; Care vs Caring too
- IOM calls for the removal of barriers to providing care-no matter what practitioner can provide the care
- Care delivery is shifting away from acute care hospitals
- Nurses are the "backbone" of care-but are we ready?
- Nurses are most trusted but are we doing everything we can?

School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences

## NDNQI Data

- National Database of Nursing Quality Indicators
- Project launched by the ANA in 1994 to link nursing care with patient outcomes
- Next moved to the 'Report Cards'
- Using data to improve patient outcomes and support quality care
- <http://www.nursingworld.org/MainMenuCategories/ThePracticeofProfessionalNursing/PatientSafetyQuality/Research-Measurement/The-National-Database.aspx>

School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences

## Charting the Future Report Dec 2010


- Nursing involved in Healthcare Designs to improve care
- NICU Design Team started in 1991-focus baby and family



School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences

## Connectivism



- A learning theory for our new learners that acknowledges that knowledge exists in the work and not just in an individual's head
- The theory acknowledges active participation; connecting information. It calls for transformations as new knowledge, information is acquired.
- Nurses have been called knowledge workers but maybe we are the connectors too

School of Health Professions • School of Nursing • School of Pharmacy I AM BOUVE

Northeastern University Bouvé College of Health Sciences


## Nursing is at the Core of Care

- Nursing is the dynamic interface between the environment and the patient (Dr. Steven Hoath)
- The core of nursing is about care.
- Listening to patients and families
- Using data to support our interventions and care decisions
- Trusting our expert knowledge as a technology instrument
- Using technology but relying on clinical reasoning
- Continuing to be the dynamic interface and not the face of a computer

School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**

Northeastern University Bouvé College of Health Sciences

## What is the Real Context?



- The Patient
- If we keep the emphasis or eye on this then all the rest could and must fall into place
- Interdisciplinary team work would be focused on the patient
- Outcomes would be focused on care integration
- Core to this is care-caring and not limited to nursing but to a team approach to care

School of Health Professions • School of Nursing • School of Pharmacy **I AM BOUVE**