



'Planning a National Nursing Quality and Safety Alliance' Finalizing a Mission, Purpose, and Priorities (NQSA)

Background

In the few weeks since the April 8, 2009 NQSA meeting at GW and in an effort to finalize NQSA's mission, purpose, and priorities, project staff conducted an informal survey of both the eight convener organizations and the four representatives of the consumer organizations who attended the meeting. The survey was intended to: (1) confirm support for the nurse-patient partnership; and (2) solicit feedback on different, proposed versions of NQSA's mission, purpose, and priorities. Results from this survey, summarized in Item D, *Establishing the Nurse-Patient Quality Alliance: Survey Results*, have informed the revisions presented in this paper.

Beyond these survey results, additional information helped drive refinements to the proposed mission, purpose, and priorities. First, each of the existing quality alliances' mission statements were closely reviewed. A separate document summarizes these statements (i.e., Item E: *Alliance Mission Statements*). Furthermore, since the meeting, there have been some questions raised about the nature of this emerging nursing-patient quality alliance. In fact, there were concerns raised by several attendees regarding the presence of the consumer representatives and the degree to which they might have interfered with the group's honest and open discussion about the pros/cons of this collaboration. Others felt that the establishment of a full partnership between nurses and patients/consumers might distract from a much needed nursing-orientation.

Based on the developments, a 'middle ground' has been assumed in this iteration of NQSA's proposed mission, purpose, and priorities. Specifically, the statements have been reoriented to reflect a more nursing-oriented quality alliance although it is assumed that patients/consumers/families will remain involved as members, leaders on the Steering Committee, and strategic advisors. It has also been assumed, for purposes of recrafting these statements, that other stakeholders – above and beyond patients/consumers/families (e.g., purchasers, government partners, business community, etc.) – may be invited to participate in NQSA. In summary, the following revisions are intended to refocus NQSA on nursing but be inclusive to the external audiences that are most likely to be supportive of our directions.

Mission

The Nursing Quality and Safety Alliance (NQSA) is a bold partnership among the nation's leading nursing organizations to:

Advance the highest quality, safety, and value of consumer-centered health care for all individuals – patients, their families, and their communities.

Purpose

To achieve this aim, NQSA will work to ensure that:

- Patients receive the right care at the right time by the right professional.
- Nurses actively advocate and are accountable for consumer-centered, high quality health care.
- Policymakers recognize the contributions of nurses in advancing consumer-centered, high quality health care.

Priorities

Specific activities in support of this vision include:

Goal setting: Establishing consumer-centered health care quality and safety goals that are relevant to the nursing profession.

Measurement: Strengthening the visibility of nursing in performance measurement and public reporting activities.

Quality Improvement: Identifying evidence-based models of consumer-centered, high-quality nursing care and launching national improvement campaigns that unite this evidence with clinical practice.

Scholarship: Promoting educational initiatives to ensure that nurses have the knowledge and skills to lead or effectively contribute to consumer-centered, high quality health care.

Advocacy: Serving as a resource to federal partners and stimulating policy reform that supports the adoption of evidence-based, best practices and advancement of consumer-centered, high quality health care.

Leadership: Building nursing’s capacity to serve in leadership roles that advance consumer-centered, high quality health care.

Next Steps

Following the group’s discussion of these revisions, the mission, purpose, and priorities will be finalized.

Key questions:

- *Do these refinements balance the survey results and the concerns that have been raised?*
- *What remaining concerns exist regarding the mission, purpose, and priorities?*
- *What further revisions are necessary to obtain support from the group in moving forward?*

Definitions

Consumer-centered – providing care that is respectful of and responsive to individual patient preferences, needs, and values and ensuring that patient values guide all clinical decisions¹

Nurse – professionals qualified by education at an accredited school of nursing and licensed by state law to practice nursing; they provide services to patients requiring assistance in recovering or maintaining their physical or mental health²

Performance measurement – mechanism to assign a quantity to an attribute by comparison to a criterion²; include measures of patient perspectives on care, clinical quality, and patient outcomes¹

Policymaker – individual who is involved in influencing public decision making through the influence of politics or a person who influences the way a society is governed³; includes lawmakers, regulators, government advisors, etc.

Public reporting – activities intended to promote accountability among providers and to aid consumers in making informed choices⁴

Quality – the degree to which health services for individuals and populations increase the likelihood of desired health outcomes and are consistent with current professional knowledge¹

Safety – avoiding injuries to patients from the care that is intended to help them¹

Value – quality of health services provided for the cost of obtaining those services

¹ Institute of Medicine. *Crossing the Quality Chasm: A New Health System for the 21st Century*. National Academies Press, Washington, DC: 2001.

² Agency for Healthcare Research and Quality. Quality Measures Clearinghouse, Glossary. Available at <http://www.qualitymeasures.ahrq.gov/submit/glossary.aspx>.

³ From Wikipedia, the free encyclopedia. Available at: <http://en.wikipedia.org/wiki/Politician>; Last accessed April 30, 2009.

⁴ Institute of Medicine. *Performance Measurement: Promoting Accelerating Improvement..* National Academies Press, Washington, DC: 2006.