

QSEN Competency:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:
Person-Centered Care	Form a therapeutic alliance with the client. Obtain and interpret assessment data (recognize cues) through therapeutic communication.	Utilize active listening with a family member reluctant to have a loved one hospitalized.	Document the client's expression of anxiety.	Determine client's preference prior to a procedure.	Role model for others' consideration for client's values and beliefs.
Teamwork and Collaboration	Participate as client advocate during interdisciplinary team meetings.	Share decision-making with peers and colleagues who are participating in the client's care.	Consult with, or offer referral to, other professionals when clients express or demonstrate select needs, i.e., spiritual support.	Inform clients that their personal information is kept confidential.	Inform clients that their information is shared with the care team only, especially when safety is a concern.
Evidence-Based Practice	Refer to organizational policy and procedure to understand rationale for care.	Seek membership in councils or research groups in the workplace.	Keep informed of current pharmacological data.	Distinguish opinion from research evidence.	Keep informed of current practice, especially regarding most restrictive interventions, i.e., seclusion and restraint.
Quality Improvement (QI)	Use available data to monitor outcomes of care.	Ensure that care is safe and effective.	Use QI processes within the organization to plan practice change.	Identify unit-based opportunities to improve safety.	Role model advocacy for the client's experience.
Safety	Reduce risk through effective nursing care and delegation.	Observe established practice guidelines.	Teach clients strategies for personal safety.	Monitor client situations for increased risk, i.e., rising anxiety or increased social withdrawal.	Keep a safe environment.
Information	Use informatics and technology	Protect the client's	Share client information with	Use stored data for	Teach and assist

QSEN Competency:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:	PMH Nurses can:
	to inform clinical decision-making.	confidentiality.	appropriate team members when safety is a concern.	analysis of client care.	utilization of telehealth as indicated.

Table 28.2 QSEN Competencies for PMH Nursing (Dolansky & Moore, 2013; QSEN Institute, n.d.)