



NURSES LEADING FOR BETTER QUALITY AND CARE



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In this time of COVID, the unique contributions of nurses to better health and care are more vital than ever. In this session, we review the improvements in health care over the last decade but also, the changes still needed, including new and innovative models of care, care processes that are safe, equitable, efficient and effective, and co-produced with patients and families. The Institute for Healthcare Improvement (IHI), a not-for-profit based in Boston, MA in the US, has a mission to improve health and healthcare worldwide, and offers the IHI Triple Aim as the global model, better health in our communities, better care and lower costs. The quality methods described in this session, including innovation and improvement science, dissemination and spread, and exnovation have been used by nurses around the world to make care better.

Nurses are also in the strong position to see patients and families as they cross through the complex health care system, from ambula-

tory to inpatient to home and more. With this perspective, nurses in all parts of the world are demonstrating that new models can produce improvements at the patient level that can also produce better organizational results, alleviating flow problems, decreasing readmissions, eliminating unnecessary costs and decreasing staff turnover.

Compassion has never been needed more than now in this time of COVID. Examples of nurses leading with compassion, such as the global “What Matters to You?” campaign are producing strong outcomes for patients and staff. Today, June 9th is international “What Matters to You? Day” and will be celebrated in over 50 countries and in over 2000 organizations. People are sharing what matters most, and this opens the conversation for co-producing a plan and innovative models for care.

What Matters is also serving as a strong approach for staff in this time of COVID.



Teams are donning and doffing their personal protective equipment (PPE) and doing the same for Psychological PPE. This way to lead teams in times of stress is supporting the staff we so dearly need for our patients at this time and for a vital workforce in the future.

The Nursing Now campaign (<https://www.nursingnow.org/>) is an invitation for nurses everywhere to come together to improve health globally by raising the status and profile of nursing in every country. Launched in 2018, this Campaign is working to improve health by increasing the number of nurses worldwide and having nurses work in every site to impact on the growing burden of non-communicable diseases and other impediments to health. The Nursing Now Challenge invites health care organizations and systems to provide leadership development opportunities for young nurses, and to date, nearly 40,000 young nurses and midwives are working on their ability to lead to a brighter future.