

Kristyn Watkins

NURS 480: Leadership

QSEN Discussion Post

QSEN is Quality and Safety Education for Nursing and is important in improving quality and safety in the healthcare systems. One issue I have identified in my clinical practice that needs improvement is patient-centered care. A concern I witnessed was failure to involve the patient in their own care due to a language barrier and a lack of understanding their culture. The patient was not able to fully understand plans and education due to the lack of communication from the nurse and provider. The patient was discharged from the hospital, but in the educational teaching before being discharged, the patient's mannerisms displayed not having a full understanding of the treatment plan. This is an important issue to address because it can be dangerous for the patient and lead to poor adherence and readmission. Patient-centered care overall is important because it has proven to show better patient outcomes and maintains patient dignity and independence while in vulnerable states. A study conducted found that new nurses reported additional training needs in patient-centered care (Djukic, 2018). The best practice for this concern would be educating nurses and members in the healthcare system on the importance of cultural awareness and breaking language barriers to provide safe and understanding communication. Patients who are unable to understand their diagnosis, treatment plans, or discharge instructions are very likely to be readmitted. Health care workers must break language/communication barriers by utilizing professional interpreters, incorporating patient culture, and utilizing the teach-back method to confirm the patient's understanding. A study conducted aimed to see how beneficial interpreters were in healthcare and found that "any

interpreter is better than none, and in-person interpreters resulted in higher levels of satisfaction (Health et al., 2023). As a nurse manager/leader, I would improve practices in my work environment by educating staff on the importance of the issue and ways as acknowledged above to prevent communication barriers. Interpreters can be very helpful in confirming the patient's understanding, and educational training on these issues will also be provided. Patient-centered care and cultural competence are very important skills that healthcare professionals must obtain to provide optimal care to their patients.

References

Cronenwett, L., Sherwood, G., Barnsteiner, J., Disch, J., Johnson, J., Mitchell, P., Sullivan, D. T., & Warren, J. (2007). Quality and Safety Education for Nurses. *Nursing outlook*, 55(3), 122–131. <https://doi.org/10.1016/j.outlook.2007.02.006>

Djukic, M., McVey, C., Manuel, W., I. Azebe-Osime, & Cron, S. (2023). New Nurses' Quality and Safety Education: An Analysis of the 2018 National Sample Survey of Registered Nurses. *Journal of Professional Nursing*, 48, 71–76. <https://doi.org/10.1016/j.profnurs.2023.06.005>

Heath, M., Hvass, A. M. F., & Wejse, C. M. (2023). Interpreter services and effect on healthcare - a systematic review of the impact of different types of interpreters on patient outcome. *Journal of migration and health*, 7, 100162. <https://doi.org/10.1016/j.jmh.2023.100162>

Osmancevic, S., Steiner, L. M., Großschädl, F., Lohrmann, C., & Schoberer, D. (2025). The effectiveness of cultural competence interventions in nursing: A systematic review and meta-analysis. *International Journal of Nursing Studies*, 167(2). <https://doi.org/10.1016/j.ijnurstu.2025.105079>

van Lent, L. G. G., Yilmaz, N. G., Goosen, S., Burgers, J., Giani, S., Schouten, B. C., & Langendam, M. W. (2025). Effectiveness of interpreters and other strategies for mitigating

language barriers: A systematic review. *Patient Education and Counseling*, 136(136), 108767.

<https://doi.org/10.1016/j.pec.2025.108767>