

# PATIENT SAFETY MOVEMENT

First, Do No Harm. ZERO by 2030

**Stephanie Mercado, CAE, CPHQ**

Chief Executive Officer

National Association for Healthcare Quality

# NAHQ's Healthcare Quality Competency Framework



8 Domains

29 Competencies

486 Skills statements  
Stratified by Foundational, Proficient and Advanced

## Research Results

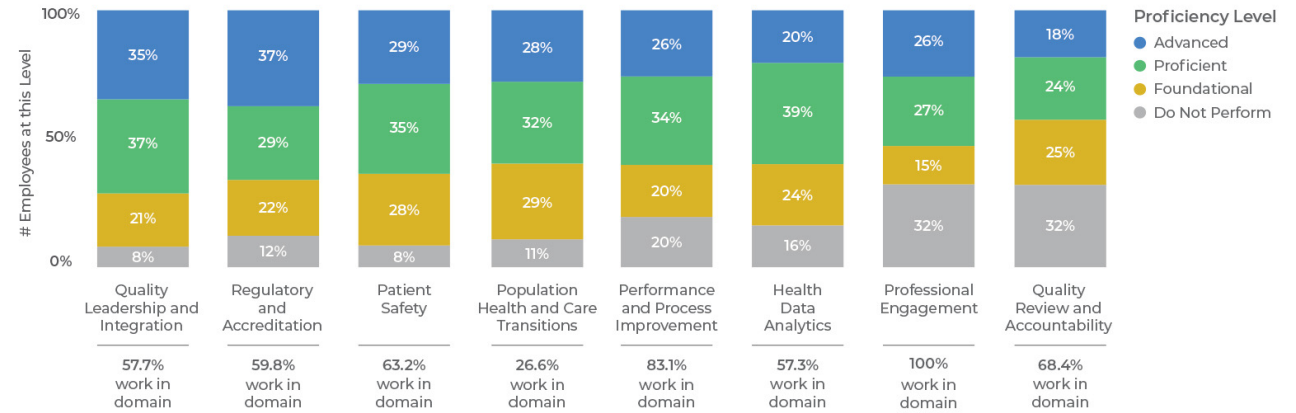
**Figure 3** Summary Level Data of NAHQ's Professional Assessment Database

# Responses by Domain and Level of Work Performed

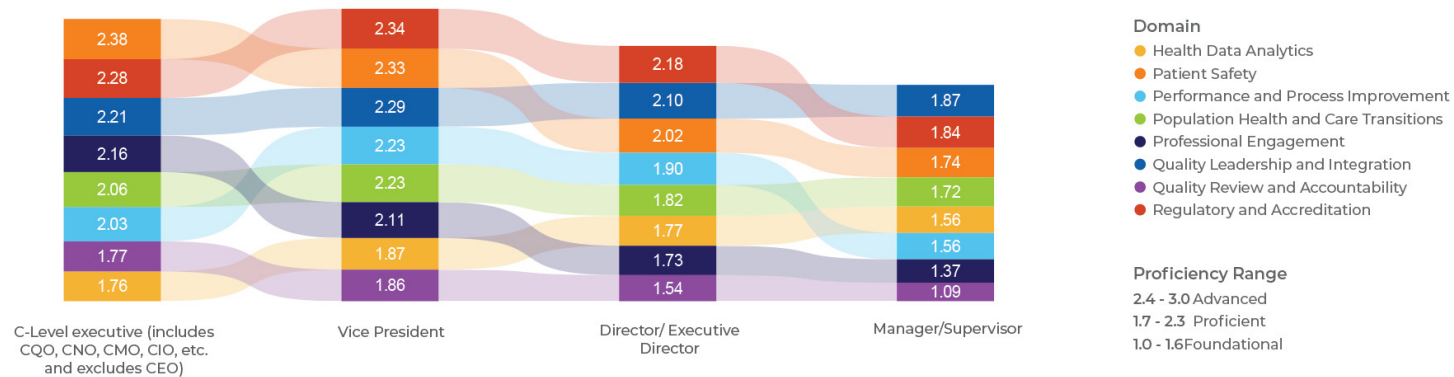
**Average Level of Work by Domain (N=2,523 Responses)**



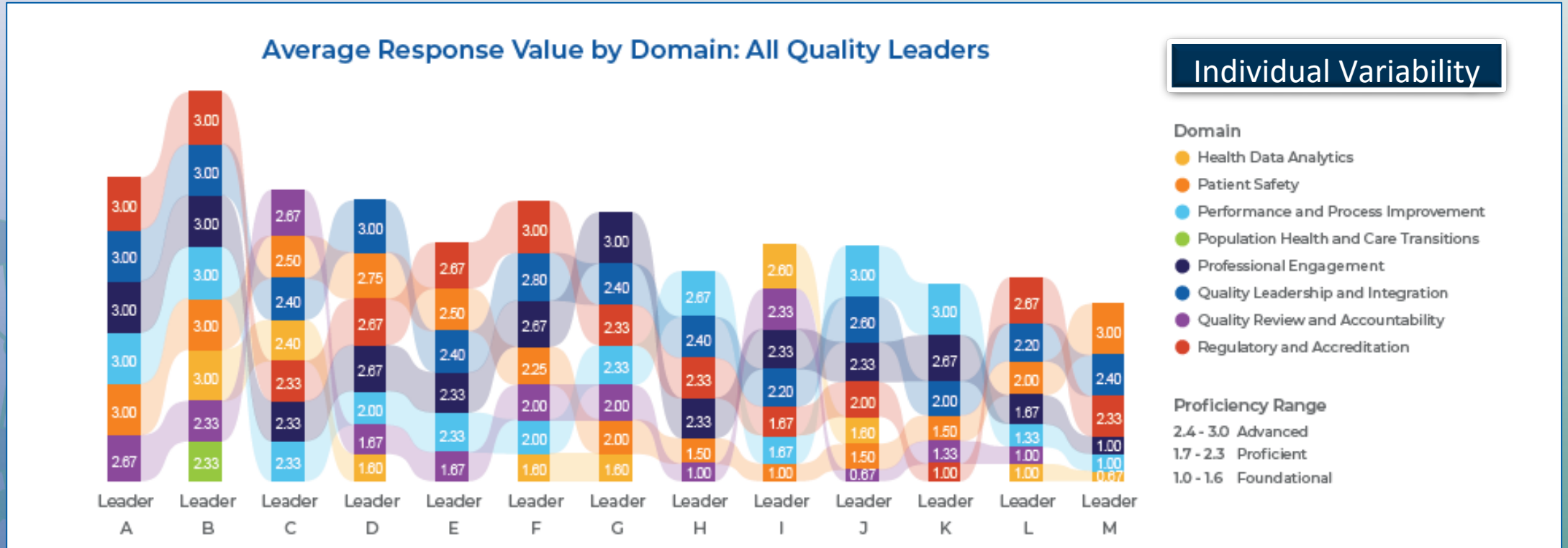
**Percentage of Total Response by Level of Work Performed by Domain (N=2,523 Responses)**



**Average Level of Work by Domain by Job Level (N=1,427 Responses)**



# Variability in Workforce Competencies Can Be Demonstrated by Domain, Competency, Title, Location, Individual, Etc.



# Culture of Safety Suffers by Penalizing People in an Imperfect System

## 2022 NAHQ NEXT Panel



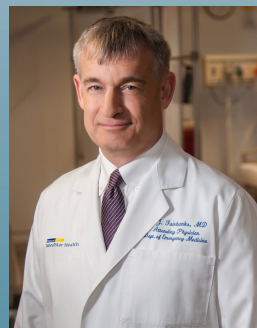
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# Questions?

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