

Quality Patient Care: Z- CH 22

ON-LINE CONTENT (1H)

Review the two articles on Quality Care and place your answers to the following questions in the Z-CH 22 drop box by 0800 on February 14, 2022:

In order to receive full credit (1H class time) for this assignment, it must be completed in its entirety by the due date/time assigned. Any assignment not completed in its entirety will result in missed class time.

Utilizing the Salinas (2017) article, Satisfaction and Quality of Care article, Easter, Tamburri (2018) and Zerwekh (chapter 22) textbook, answer the following questions.

The following questions will be answered from the Zerwekh and Satisfaction and Quality Care article:

1. What is Quality Improvement (QI) and what are some reports used to track QI?
2. As stated in the Salinas article, what does HCAHPS stand for and what individuals may not receive the HCAHPS survey? What is the purpose of the surveys and how does it link to Value Based Purchasing?
3. According to Salinas, what did the findings from this study confirm? What are some of the initiatives hospitals have incorporated to improve value and outcomes for patients? What areas of high HCAHPS ratings were found to lower readmission rates and decrease rates of mortality?
4. What are the four categories that core measures are divided into? How many core measures are there?

The following questions will be answered from the Patient Safety article:

1. What are the benefits of external benchmarking? Provide examples
2. What are the seven used to calculate overall hospital ratings?
3. What are the most commonly reported nursing-sensitive indicators?
4. What is the difference between process measures and outcome measures?

Nursing today chapter 22 & Critical thinking Box 22-2 (Zerwekh, 2021)

Answer the following questions based off of knowledge gained within the chapter on Quality Patient Care. Provide the method you would use and details for each question.

Your nursing unit has experienced a problem with the IV tubing not being labeled to show when it needs to be changed. You are the QI nurse who must collect data for a process improvement project. The nurse manager has asked you to determine baseline data for a month and report your findings to her.

1. How would you go about doing this?
2. What would be your indicators?
3. What would be the metrics?
4. Pretend that you have some results after a month. How will you report the information to the manager?