Unit 4: Quality Patient Care
Z-Chapter 22
ONLINE CONTENT (1 H)

Unit Objectives:
- Discuss the use of key indicators to measure performance. (2,3,7)*
- Describe the nurse's role in quality and performance improvement. (3,4,7)*
- Identify tools and processes for continuous quality improvement. (2,3)*

*Course Objectives

Quality Improvement Project
Due February 12, 2024 @ 0800 in the Z-CH # 22 dropbox

Pick one topic from the following list:
1. <mark>Reducing medication errors.</mark>

Answer the following questions as it relates to the topic pick from the list above.
1. Identify problem areas (or causes) associated with the topic and prioritize each identified problem area. (List at least 3)
   a. Co-worker distractions (talking, interrupting during med pulls at Pyxis)
   b. Delays with pharmacy verifying meds-nurses overriding in Pyxis
   c. Similar sounding generic names, nurse unfamiliarity, pulling wrong meds
2. Develop solutions for each problem or cause listed. (Provide at least 3)
   a. "Quiet Zones" around Pyxis, where nurses should not be interrupted, placing Pyxis machines in quiet areas, make ear plugs available at Pyxis to use while pulling meds.
   b. Faster response times with pharmacy, co-signer required if overriding meds in emergency situations, administrative oversight to ensure overrides are happening for just reason.
   c. List generic and tradenames in Pyxis, do not stock similar sounding meds in same drawer, list drug class in MAR for similar sounding meds, alert in MAR before administering medication
3. Identify why these problems might exist.
   a. I have witnessed some of these problems at work, while in the emergency department. We use a remote pharmacy on night shift to verify meds, which can at times have significant delays (30-45 minutes or more). Especially in emergency situations, meds need to be pulled immediately, where we cannot wait on delays with pharmacy. Being in the emergency department, the environment can be loud and distracting at times. There is not a ton of space within the department, which means the Pyxis is placed in high traffic areas, increasing potential distractions. Co-worker distractions are commonplace everywhere, and can occur in positive workplace environments where teamwork is commonplace. Although well

intended, even asking "how can I help you" while another nurse is pulling meds can lead to distraction.

4. Provide a plan to improve and how to implement the plan. The plan should provide steps for improvement. The implementation should provide a timeline.
   a. 1.) Provide education through email, staff meetings, and fliers dispersed through the unit. Ask staff to identify distractions that interfere with medication administration, and use their suggestions while developing your plan. (allow two weeks for this stage)
   b. 2.) Move Pyxis into PAR room to allow for a quieter environment. (allow one month for this move, due to necessary collaboration with plant ops and pharmacy)
   c. 3.) Implement "quiet zones" around Pyxis, reinforce education regarding no distractions. Place disposable ear plugs for use at Pyxis. (one day to implement quiet zone carpet, signs, and earplugs, three days for emails and reinforcement with staff)
   d. 4.) Coordinate meeting with remote pharmacy outlining expectations for med verifications. Ask nurses to keep records of time and date when verification takes over the specified time. Use these notes to advocate for faster response times with pharmacy. (Initial meeting within first week of planning, follow up meeting one month later to monitor progress)
   e. 5.) Coordinate with IT/EMR staff to add alerts into MAR. Survey staff (nurses, pharmacy) to identify confusing meds that sound similar. (allow one week to implement alerts, allow for continuous identification of confusing meds)
   f. 6.) Send post implementation survey to staff, evaluating changes. (do this six weeks after changes have been made, allow two weeks to fill out survey, one week to organize results)

5. How will you monitor that your plan is effective?
   a. A post implementation survey will be sent to nursing staff asking for their input regarding changes six weeks after they are made. Response times with pharmacy will be analyzed after meeting with them to monitor positive change and faster response times. Facility MIDAS reports will be monitored to compare with medication errors prior to solutions being in place.

Please be prepared to share and discuss your answers in class.

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