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

Melinda Pickens
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. Improving communication about individual patients during shift change. (shift report)
2. Preventing catheter related infections, urinary or central line.
3. Preventing falls and injuries for patients within healthcare facilities.
4. Preventing pressure ulcers for patients within healthcare facilities.
5. Reducing medication errors.
6. Reducing nurse turnover rates.

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)
   -Understaffed, not enough caretakers to watch/help prevent falls.
   -Leaving patients unattended while in the bathroom.
   -Not utilizing/forgetting to turn on bed/chair alarms.
2. Develop solutions for each problem or cause listed. (Provide at least 3)
   -Hire more staff/ or staff/send out help needed for days where there are more people that expected and risk for falls are increased.
   -Educate staff on the importance of staying with the patients even when in the bathroom to eliminate the risk for falls.
   -Educating staff for bringing a buddy to help ambulate a patient when they are a X2 instead of doing it themselves. As well as utilizing the walkers and gait belt.
   -Make sure all staff are aware of how to turn on alarms and where to find the chair alarms.

3. Identify why these problems might exist.
   -These problems might exist due to the fact that patients are hospitalized but still try to remain autonomous and think that they will be able to get up and walk back to bed

without taking into account their new health issue. Also, depending on the health issue they might also be impulsive. Short staffing can also play a role. RNs and aides alike are trained not to leave patients alone when going to the bathroom if they are a high fall risk however, if they have several patients and they all must go to the bathroom they might get one up to the toilet quick, explain to them to pull the red cord when they are done and helping another patient. The one patient might forget to pull the cord or decide they could get up themselves and cause less work for the RN or aide.

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.

-I would host an Inservice event to help educate the healthcare staff on the importance of staying with patients even when they are going to the bathroom. I would allow for questions and concerns to be addressed. If it is staffing issues, then figure out how we can get additional staff during the busier hours. I would also want to find out if our staff are aware of bed/chair alarms, how to turn them on and where to find them. After assessing this base knowledge, I would then hold two weeks of classes where we go over preventing falls and how to use a gait belt and practice transferring patients safely. Lastly, I would periodically stop by and see how everyone is doing after the education, monitor the number of patient falls and assess if further education is needed monthly.

5. How will you monitor that your plan is effective?

I will monitor that my plan is effective by checking documentation and seeing if bed/chair alarms are being documented properly. Then I would also assess rooms of high fall risk patients making sure all procedures are followed, yellow socks when ambulating, yellow wristband, sign over bed, sign in bathroom etc. I would assess healthcare members on how to use a gait belt and if they know how to use it properly. Also checking variance reports and seeing if since our last education have we had less falls and if not talking to the healthcare members and seeing what issues they are running into. As well as addressing concerns and filling knowledge gaps within the health care team.

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.