

**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. 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)
2. Develop solutions for each problem or cause listed. (Provide at least 3)
3. Identify why these problems might exist.
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.
5. How will you monitor that your plan is effective?

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.*

- 1. Improving communication about individual patients during shift change. (shift report)**

- A. Limited time/opportunity to ask questions r/t night shift ready to go home and day shift ready to start getting their tasks completed. Poor time management/poor use of hand off

checklist. Lack of use of bedside report and inadequate or misinformation regarding patient's condition.

- B. Some solutions include: using provided hand off report sheet so that information on pt is not skipped/missed. Doing report at patient bedside so if there are any questions or misinformation both nurses are present to address them. Better time management leaving more time for change of shift report without feeling rushed.
- C. These problems likely exist due to poor time management and lack of time dedicated to hand off reports. As well as not using the hand off report sheets because of efficiency when the nurse is rushing around to complete tasks.
- D. I would start by meeting with the members of the unit to create a hand off report that is efficient and that the nurses see as worth using. I would make sure that all pertinent information regarding the patient has a section on the hand off report sheet. I would then make sure these copies were easily available to all nurses on the unit. I would ensure that better time management was being implemented so that night shift had plenty of time to prepare their reports and give them at the bedside. This would help ensure accurate information was being given with both nurses physically assessing the patients condition together.
- E. In order to make sure this plan was effective I would take continuous input from the members of the unit on how to make the change of shift transition as convenient yet safe for the patient as possible. I also believe we would see a direct change in patient safety concerns with reports being done at patient beside and with a report sheet that hits all critical information. I would make sure to ask nurses if all pertinent information was reported at bedside/during report and make changes to hand off report sheet as needed to continue to improve the accuracy of the reports.