

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

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)
  - Forgetting to report vital information to the oncoming nurse
  - Assuming the oncoming nurse already knows the patient information
  - A lot of information all at once
  
2. Develop solutions for each problem or cause listed. (Provide at least 3)
  - Forgetting to report vital information to the oncoming nurse
    - Use a report sheet rather than a blank piece of paper.
    - Develop a rhythm for giving a report and continue to practice.
    - Follow SBAR and make sure to ask if there are questions.
  - Assuming the oncoming nurse already knows the patient information
    - Do not assume the nurse knows anything about the patient.
    - A patient's status is always changing, and it is important for them to stay up to date.
    - After report ask them what they already know and tell them if it has changed.
  - A lot of information all at once
    - Use separate report sheets for each patient.
    - Go to a private area where there are no distractions.
    - As an oncoming nurse do not hesitate to ask questions for clarification.

3. Identify why these problems might exist.

These problems can exist due to working long shifts and feeling ready to go home at the end of the shift. Nurses coming in after waking up may still be tired and not thinking clearly. Another issue could be using lots of medical terms and abbreviations that could quickly get confusing.

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 plan to improve this is for the coming and going nurses to work together in a manner that promotes communication and clarity in an environment that provides focus.

To implement the plan first make sure that both nurses are ready to give/receive report – make sure that all of the report papers are in order and information is readily available. Go to an area that is silent so both nurses can focus – being in a crowded nursing station can get loud and decrease focus. Give/receive an effective hand-off report that follows SBAR or follows through the hand-off report sheet – reading from a paper with all of the patients can cause errors like mixing up info or it could make it difficult to receive report smoothly. Following report check both nurses should check the patient together to ensure the patient is how they were said to be in report. Make sure to ask questions if there is anything unclear before moving on to the next patient assignment and repeat the process.

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

Monitor during shift change to make sure that nurses aren't going back to their old ways of hand-off reporting. Be open to the fact that not everything will be perfect and that changes may need to happen to benefit the smoothness of the plan. It is important to ask for feedback from the nurses that would be trying out this new plan and seeing where changes need to be made.

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.*