

**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. (reducing nurse turnover rates)

1. Identify problem areas (or causes) associated with the topic and prioritize each identified problem area. (List at least 3)
  - Nurse burnout
  - Family work time management
  - Communication between staff
2. Develop solutions for each problem or cause listed. (Provide at least 3)
  - Nurse burnout
    - Patient ratios need to be manageable.
    - Time to recoup from over stimulating days.
    - Paid time off if a certain number of days off are met.
  - Family work time management
    - More reasonable hours.
    - Paid holidays off.
    - Vacation days.
  - Communication between staff
    - Create a better handoff report sheet.

- Suggestion box for each department.
  - Staff meetings every month.
3. Identify why these problems might exist.
    - There is a nursing shortage that is making staffing issues a problem. Causing nurses to be overused and abused.
    - Once again, the nursing shortage is causing nurses to be overused and abused. Working more days is causing nurses to miss out on family time but they cant turn down the crisis pay or overtime.
    - Staff is so busy with patients that they don't have time to properly communicate their needs or issues with managers or other staff.
  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.
    - Facilities can give a paid day or days off for reaching a certain number of hours worked per week or month.
    - Allow nurses to work more reasonable shifts to accommodate family life.
    - Have monthly staff meetings to allow proper communication and problem solving throughout staff.
    - Start by creating a staff meeting to gather input on issues and way that they can be fixed. Management should start working on this and have a plan by the next meeting. The ideas should then be implemented and tested. This should hopefully take a year or less to fully be put in place.
  5. How will you monitor that your plan is effective?
    - I would monitor the effectiveness with each staff meeting. If the staff is reporting less and less issues and burnout then you know that the plan is working. If the staff is still reporting issues figuring out how they can be fixed and what needs to be changed.

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.*