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)**
   a. Oncoming shift arriving right at start time or arriving late
   b. Not liking the other coworkers who is giving/receiving report
   c. Not walking in / outside to each patients room when giving report
2. **Develop solutions for each problem or cause listed. (Provide at least 3)**
   a. Have the oncoming shift arrive earlier (15-30 minutes early)
   b. Have some team building or ask what each shift can do better
   c. Make walking rounds mandatory
3. **Identify why these problems might exist.**
   a. These problems may exist because by the time the nurses 12 hour shift ends, they are exhausted and do not want to give an extensive report. They may be irritated if the next nurse comes in late. The nurse whose shift just ended may be in a hurry if they have kids to pick up or an appointment.

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. The plan to improve communication about individual patients includes requiring the next shift to show up 15 minutes early, and making walking rounds a requirement.
b. Before – I would ask all the staff on their opinions about this plan, and they all agree so we continue with the plan.
c. During – I would send the staff out surveys for them to fill out asking if they have any feedback and how they think the plan is going. I would also walk around the unit to ensure that the plan is being implemented.
d. Post – I would do another survey to see if the staff found this helpful, we would try this for a month and see how it works and reevaluate for continuation.

5. **How will you monitor that your plan is effective?**
    a. I will monitor by walking the unit to see if the staff is following the plan, I will also send out surveys to get the staffs opinion on if they are getting more accurate information about their patients.

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.