

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)
Ensure that when removing medication that it is the correct medication.
Use two identifiers prior to administering medications to the patient.
Frequent interruptions on a busy unit.
2. Develop solutions for each problem or cause listed. (Provide at least 3)
If one is not already in place, utilize a bin to place wrong medications pulled and sort later.
ID bands should only be on the patient and if a new one is needed it must be requested.
No duplicates or bands next to the computers.
Pay attention to packaging from pharmacy.
Double-check medication before administration.
Review medications with the patient.
Utilize a sign with the words "Do not Disturb During Medication Administration."
3. Identify why these problems might exist.
A good majority of these problems exist because of the need to complete tasks at a faster pace to ensure work completion (Nursing shortage). In addition, dose miscalculations, poor technique, communication errors, and overall lack of medication knowledge.

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. My plan to improve medication administration would be to PDSA within the RCC and establish what is and what is not working through the team's collaboration. Once that is established, I would utilize a flow sheet that must be followed for medication administration for a minimum of seven days. A review of that flow sheet after the seven days would be completed and tweaked for what works and what did not. The flowsheet would include ensuring that medication administration area(s) are free of clutter, proper identifiers are utilized, medication is scanned appropriately, ensure warning systems are in place (such as similar medications), and add an error medication statistic to the EMR. While seven days is frequent, it is important to establish a routine and continue to improve with each cycle.
5. How will you monitor that your plan is effective? In the initial phases there would have to be a paper trail until the flowsheet could be added to the EMR, but ultimately monitoring would be through the EMR where a report could be run to visualize data and further reduce medication errors.

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.