**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) Some causes for medication errors are
    a. caregiver fatigue
    b. distractions/interruption,
    c. look-alike/sound-alike medications/medication packaging looking alike,
2. Develop solutions for each problem or cause listed. (Provide at least 3). Solutions for caregiver fatigue could be not mandating overtime, less patient load (acuity or number), higher wages (so they do not have to pick up as much to make money). Solutions for distractions/interruptions could be make medication room/area single person area, no talking during medication process, not having to always have a phone on you when pulling/giving medications process (leave at the door). Some solutions for look alike (medication names/sounding alike/packaging) could be only use 1 supplier (some medications may have the same packaging from different suppliers for different medications), have names larger and easy to identify, and easy/visible signs that have look alike/sound alike medication posted near dispensary area of medications.
3. Identify why these problems might exist. Some of these problems are because of the demand to hurry up and get the patient the care they need but also make sure you do these 10 things too without the extra help or time because the nurse has 8 patients instead of 5.

There may not be someone at the desk that is answering the phone when a family member calls. Instead of having one person check on the patient all 10 of their children call in addition to the mom and godfather and cousin and friend that also called.

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. When it is time for medication pass, the nurse will set the phone on the shelf just outside of the medication room when it is their turn (remember only 1 person allowed at a time), the room will be free of distractions (there will be a phone available in the medication room to contact pharmacy if needed), the medication for the one patient will be taken out and prepared. The nurse will take the phone from the shelf to the patient room, where it will remain in pocket or on shelf while caring for patient. The medication will be passed using all of the rights. The nurse will chart accordingly and only then will they be able to continue with tasks other than medication.
5. How will you monitor that your plan is effective? It will be monitored like they monitor handwashing.

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.*