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

Review chapter 22 and place your answers to the following questions in the Z-Chapter 22 dropbox by 0800 on 2/10/2025.

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)

Lack of hand hygiene/sterile techniques – This is the most direct cause of infection during catheter insertion.

Inadequate care and maintenance protocols – Poor ongoing care increases the risk of infection after insertion.

Prolonged catheterization/unnecessary use – The longer a catheter is in place, the higher the risk of infection.

2. Develop solutions for each problem or cause listed. (Provide at least 3)

Lack of hand hygiene: Implement a standardized protocol for catheter insertion, ensuring it is done under strict sterile conditions. Mandatory hand hygiene training for all staff involved in catheter insertion or maintenance. Use of sterile gloves, antiseptic solutions, and drapes during insertion.

Inadequate care and maintenance: Develop and enforce a clear, evidence-based protocol for catheter care. Regular audits of catheter maintenance practices to ensure compliance with best practices. Introduce education sessions and refreshers on catheter care for all healthcare staff.

Prolonged use: Implement strict criteria for catheter insertion and use to ensure that catheters are only used when necessary. Encourage and educate clinicians to reassess the need for the catheter daily, with a "catheter-free" goal for patients as soon as possible. Develop a catheter removal

protocol that includes a review of all patients with catheters, determining if continued use is justified.

3. Identify why these problems might exist.

Lack of hand hygiene: High workload, time pressures, and staffing shortages may lead to shortcuts during insertion or maintenance.
Inadequate care and maintenance: Lack of standardization and inconsistent training on the importance of ongoing catheter care and hygiene.
Prolonged use: Perceived convenience for healthcare staff or patients and patients with long term catheters usually aren't bothered by catheters.

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.

Launch a continuous education program for healthcare workers, focusing on proper catheter insertion, maintenance, and removal practices. Host monthly courses. Implement a mandatory reassessment protocol where a clinician must evaluate the necessity of the catheter on a daily basis, ideally integrated into the patient's care plan. Establish a system where nurses or care teams perform a daily checklist to determine whether the catheter can be removed or changed.

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

Analyze audit results and infection data to identify areas of improvement. Refine training and protocols as necessary. Encourage staff feedback on the new system and adjust protocols based on insights.

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.