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. <mark>Reducing medication errors.</mark>
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)
   - Not identifying your patient before administering your medication
   - Verifying the medication you have is the correct one
   - Verifying the medication is the correct dose
2. Develop solutions for each problem or cause listed. (Provide at least 3)
   - Asking your patient for their name and DOB
   - Read the name of the medication and compare it to their eMAR
   - Verify the medication dosage to the order in the eMAR
3. Identify why these problems might exist.
   -Issues such as medication errors occur due to people either unsure of the orders and interpret them wrong or are rushing and don't ask the patient the proper questions and just administer the medication anyways. Also might forget to cut the pill in half and accidentally give them a double dose.

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.
   - Each time follow the same three steps before even opening the medication. Ask your patient for their first and last name then DOB and compare it to the computer system and wrist band to ensure its correct. Next read each medication and compare it to the eMAR to ensure they match up then look at the medication dosages and make sure they match up as well. If there is anything that needs to be done such as cutting a medication in half then set it aside so you don't get mixed up.
5. How will you monitor that your plan is effective?
   - Monitor for frequency of medication errors and if they decrease then the plan is being implemented effectively.

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.