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)
   1. Incomplete or misinterpreted orders like administering the wrong medication, dose, or route.
   2. Dosage miscalculations and overdosing or under-dosing patients.
   3. Distractions & interruptions during medication administration

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

   1. Read back the physicians orders to confirm accuracy of all orders.
   2. Double check the orders with another nurse before administering the drugs to double check them or use medication calculation tools.
   3. Implement "no distraction zone" during a certain time or in the med room to establish designated times/ areas during medication administration.

3. **Identify why these problems might exist.**

   1. Abbreviations that are given can be misread or misheard or it could be just poor communication.
   2. Calculator errors by the calculator or nurses who are putting them in the calculator.

3. Frequent interruptions from the staff or the patients or working too fast due to a high workload.

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.**
   1.Standardize medication orders to eliminate abbreviations and improve clarity. We should then require mandatory read-back verification for verbal orders. This should be done as soon as possible and be implemented in a few months.
   2.Implement electronic medication calculation tools to assist with dosage calculations and introduce double-check systems, requiring a second nurse or pharmacist verification of the medication within a month to ensure accurate checks right away.
   3.Establish no interruption zones during morning, afternoon, and night-time med pass in 2-4 to ensure no interruptions will occur.

5. **How will you monitor that your plan is effective?**
   Look at the EMR/MAR and double check orders to ensure all orders are given and are correct. Track incident reports to ensure plans are beneficial. Direct and observe plans to ensure that they are all being followed. Get staff feedback to see if the plan is working or if somethings need to be modified.

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.