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)
   a. Inadequate handoff process
   b. Time constraints
   c. Information overload
2. Develop solutions for each problem or cause listed. (Provide at least 3)
   a. Create a standardized handoff report
   b. Schedule a set time frame to let the nurses report off with the PCTs take care of the patients and not feel rushed by other things that may be happening like answering a call light or a patient needing meds.
   c. Have a set standard of things that need to be reported off, like the last set of vitals or when a patient had pain medication last.
3. Identify why these problems might exist.
   a. Everyone does something differently. One nurse may report off to the oncoming nurse then the next.

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.
    a. Implement a standard hand off tool to stick to like SBAR and I-SBAR-R. Create clear standardized protocols for handoffs that include essential patient details, changes in condition, and any care plan changes. Ensure they are followed by all nurses.
    b. Allow for a dedicated time slot for handoffs at the beginning and end of each shift, making sure that no other tasks interfere with the handoff process. Consider implementing a short shift overlap to allow outgoing nurses to hand off responsibilities without feeling rushed. Ensure that there are enough staff members to handle patient care so that nurses are not forced to rush through handoff reports due to time constraints.
    c. Train nurses to prioritize the most important patient information. Avoid overloading the incoming nurse with unnecessary details. Organize information into key categories like critical care needs, new orders, pending tests, and anticipated problems.
5. How will you monitor that your plan is effective?
    a. Track any errors made during shift change that were due to miscommunication, like patient harm or clinical errors. Analyze any incident reports before the plan implementation and after implementation, there should be a reduction in errors if the plan works.
    b. Collect feedback from the members of the healthcare team that utilizes handoff reports. Give out surveys regularly to assess what the team thinks about the change and if they feel it works, and perhaps any suggestions to make the plan work better.
    c. Track ow long it takes for the nurses to complete handoffs uninterrupted. Compare time spent of handoff reports before change and after. Ensure that the handoffs are not rushed or super long.
    d. Periodically look at written handoff reports to make sure that the standardized tools are being used properly. Make sure all critical components are covered. Observe handoff reports in real time to assess if the report is being done properly. Perhaps use a checklist to make sure the key information is covered.

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.