

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. **Wrong medication dosage is given to the patient**
 - b. **Patient does not know why they are taking a medication**
 - c. **Wrong medication is given to the patient**
 - d. **Medication is administered through an incorrect route**
 - e. **Patient is allergic to medication (allergies were not reviewed)**
2. Develop solutions for each problem or cause listed. (Provide at least 3)
 - a. **Verify patient name and date of birth before giving medication**
 - b. **Verify the patient knows what they are taking and why**
 - c. **Double check medication dosages and read back orders as they are given**
 - d. **Review patient allergies before giving medications**
3. Identify why these problems might exist.
 - a. **Similar medication names**
 - b. **The order was written down incorrectly and not verified by the doctor**
 - c. **Nurses may be in a hurry to give medications quickly**

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. **Nurse read back doctor orders after they are given and recorded to verify accuracy**
 - b. **Nurse should go to the medication room and scan medication under the patient who will be receiving it to remove it from the medication storage system and gather necessary supplies**
 - c. **Nurse should take medication directly to the patient's room**
 - d. **Verify the patient's name, date of birth, and allergies**
 - e. **Tell the patient what medications they will be given, side effects, and why they are taking the medication**
 - f. **Verify medications on hand to the MAR**
 - g. **Prepare medications as they are to be given to the patient**
 - h. **Administer medication to the patient**

This plan should be implemented by the end of the week by all nursing staff.

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

I would check the MAR to verify that the patient's medications have been given at the right time. I would also check in with some patients and verify that they know what medications they are being given and why. I would also check in with the nurses and see how the plan is working for them and if they have any suggestions for improvement.

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.