

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)
Medications found in dispensing area machine in error. Wrong medications are found again. Nurses are frustrated from calls from pharmacy.
2. Develop solutions for each problem or cause listed. (Provide at least 3)
Pharmacy corrects medications. Pharmacy corrects the machine. Nurse manager gets in contact with pharmacy.
3. Identify why these problems might exist. These problems might exist for employees not doing their full checks of their work.
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.
We should define the issues of the machines and medication errors then we should analyze the issue identify the true problem. Then we should control the environment.
5. How will you monitor that your plan is effective?

Standardize the steps of the new process, educate, keep people informed on any changes, and continue to measure success of the plan.

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.