

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.

- Identify problem areas (or causes) associated with the topic and prioritize each identified problem area. (List at least 3)
 - **Inadequate Communication: Miscommunication between healthcare providers during handoffs or when prescribing medications can lead to errors.**
 - **Lack of Standardized Procedures: Inconsistent practices in medication administration and documentation can contribute to mistakes.**
 - **Medication Labeling and Storage Issues: Poorly labeled or improperly stored medications can increase the risk of administering the wrong drug.**
- Develop solutions for each problem or cause listed. (Provide at least 3)

Inadequate Communication: Implement electronic health records (EHR) to track medication orders and updates.

- **Use read-back techniques during verbal orders to confirm accuracy.**

- **Conduct regular team communication training.**

Lack of Standardized Procedures:

- **Develop and adhere to standardized medication administration protocols.**
- **Provide ongoing training on best practices for medication handling.**
- **Conduct regular audits to ensure compliance with procedures.**

Medication Labeling and Storage Issues:

- **Use color-coded labels and barcodes to differentiate medications.**
- **Ensure proper storage conditions and segregate high-risk medications.**
- **Regularly check medication storage areas for accuracy and organization.**

- Identify why these problems might exist.

Inadequate Communication: Lack of standardized communication protocols and technology integration.

Lack of Standardized Procedures: Inconsistent training, varying practices, and lack of clear guidelines across departments.

Medication Labeling and Storage Issues: Insufficient attention to detail, poor organizational systems, and rushed or understaffed environments.

- Provide a plan to improve and how to implement the plan. The plan should provide steps for improvement. The implementation should provide a timeline.

Inadequate Communication

Steps: Set clear handoff protocols and use EHR tools, train staff on read-back communication, hold communication training every 3 months.

Timeline: Month 1: Create protocols and improve EHR, Month 2: Start read-back training, Month 3: Hold first training session.

Lack of Standardized Procedures

Steps: Create simple medication guidelines, train staff and run regular audits, track compliance.

Timeline: Month 1: Create and share guidelines, Month 2: Start training, Month 3: Begin audits.

Medication Labeling and Storage Issues

Steps: Use color codes and barcodes for medications, organize and label storage areas, conduct monthly storage checks.

Timeline: Month 1: Set up color codes and barcodes, Month 2: Organize storage and label medications, Month 3: Begin monthly checks.

- How will you monitor that your plan is effective?

Communication: Review staff feedback, and check for improved handoff accuracy.

Procedures: Assess compliance through regular audits and track training attendance and results.

Labeling & Storage: Perform monthly storage checks and monitor error reports related to medication mishandling.

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.