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. With larger patients, it is harder to ensure proper off-loading.
    b. Low staffing correlates with difficulty with 2-hour rounds.
    c. Lack of education about pressure ulcers.
2. Develop solutions for each problem or cause listed. (Provide at least 3)
    a. Utilize multiple pillows, more frequent turnings, and attempt to have patient sit in the chair.
    b. Advocate and attempt to gain more staff on shift, have the PCT do rounds with you, attempt to do what you can on your own.
    c. Educate staff on signs of pressure ulcers, educate PCT's on proper turning technique, educate on stages and what to do for them
3. Identify why these problems might exist.
    a. These problems can exist for many different reasons including laziness, lack of knowledge, or lack of staff. There really is no way to prevent some of these issues

from occurring, but what's important is what we do once we realize they are happening.

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. I would start with planning a staff meeting with the WOCN's on the floor. This would be helpful for the floor nurses and other staff to learn the proper ways to care for patient's at risk. After a few months, it would also be beneficial to look at statistics based on patients leaving with ulcers or needing treatment for them while in the hospital.
5. How will you monitor that your plan is effective?
    a. How I will monitor this is by working with my WOCN's and comparing month by month how the patients are leaving compared to how they are coming. This way we will be able to evaluate how the patient's are being cared for.

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.