

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)
 1. Inadequate pay
 2. Educational support, or assistance with care where knowledge lacks
 3. Unkind staff, sometimes seasoned staff may be too harsh on new nurses instead of teaching. Or staff that is very clicky.
2. Develop solutions for each problem or cause listed. (Provide at least 3)
 1. Have knowledge of what other places are paying.
Offer realistic wages based on experience.
Be sure wages are fair amongst staff, they will talk
 2. Have proper orientation.
Offer educators just for staff support.
Have additional trainings offered regularly and at staff request
 3. No tolerance for disrespecting staff.
Offer nurses safe people or those who are designated for new staff to go to for help

Check in regularly with new staff to see how they are being treated.

3. Identify why these problems might exist.

The environment in which nurses work especially in critical care, or acute care can have very demanding needs. Employees are sometimes overworked and not happy with working conditions and can take that out on others.

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.

Encourage staff to become more of a family by encouraging all staff to participate in planning something for the unit. For example, employees should sign up for a month and during the month they have signed up for they will plan something fun for the unit. Possibly an allowance to help with small expenses. Every month there will be a new group of staff planning fun for the unit. The fun could include fun pens, pot lucks, or even an outing off the clock.

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

You can ask at the end of each month to see how staff felt about it, or at the end of the year you could see if staff would like to continue with the planning of monthly activities.

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.