

Savannah Willis

**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)**

- Inadequate catheter and peri-care
- Infrequent catheter and peri-care
- Inappropriate catheter placement/insertion was too long

**2. Develop solutions for each problem or cause listed. (Provide at least 3)**

- Inadequate catheter and peri-care
  - o More skills day for nursing staff, with patient care not just would care or medication administration skills.
  - o Teaching EBP of peri care with front to back direction.
  - o More on the job training with certified nursing educators.
- Infrequent catheter and peri-care
  - o Time clock reminder on the facilities charting system.
  - o Reminders set every two hours
  - o Bed alarm (non-abrasive beeping) to time when patients need turned.

- Inappropriate catheter placement/insertion was too long
  - o Advocate for external catheter if patient situation is appropriate.
  - o Investigate reason for insertion, determine if the reason is still prominent.
  - o Discharge as soon as possible.

**3. Identify why these problems might exist.**

- Inadequate catheter and peri-care
  - o Uninterested nursing personnel.
  - o STNA license no longer required in some facilities, leading to a lack in proper education.
  - o Getting on the job training from unqualified personnel that do not provide accurate EBP rationale for interventions.
- Infrequent catheter and peri-care
  - o Overwhelmed nurses, emotional stress leads to lagging work ethics.
  - o Improper patient to nurse ratio, a higher patient to nurse ratio lead to excessive patients and not enough time to complete tasks.
  - o Excessive tasks that build up over time.
- Inappropriate catheter placement/insertion was too long
  - o Chronic conditions
  - o Lack of nurse intervention to prevent unnecessary orders from going through.
  - o Treat that were drug out over time.

**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.**

Day 1:

1. Bring problems and believed reasons for problems up to a supervisor. Express concern for patients.

Week 1:

2. Supervisor: Identify nurses responsible by assessing patient assignment, charting, and CAUTIs. Evaluate suspected nurse in a sit-down conversation and educate them on improvement.

Nurse (with original concern): check in with suspected nurse causing issues, offer support to them.

By end of 1<sup>st</sup> month:

3. Supervisor: Create days for more skills days, make them mandatory and counting towards continuing education.

Nurse (with original concern): Attend skills day, encourage others to come with, invite suspected nurses related to issue to go with you.

Continue after skills day:

4. Supervisor: Monitor nurses who are suspected of as contributing to the issues.  
Nurse (with original concern): Continue to be a leader in nursing, encourage others, and be a welcoming face for people to come to your with questions, continue to be an advocate for a proactive and not reactive environment.

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

Create a system of trust within the people that you work with, be kind to them all and ensure you are a stable person they can feel comfortable going to with questions.

Continue to create a reliable relationship with your charge nurse and supervisor, check in with them to keep them accountable for implementing procedure changes and improving nursing morale.

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.*