

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)
 - Workload/Staffing #1
 - Workplace Culture/Support #2
 - Compensation + Benefits #3
2. Develop solutions for each problem or cause listed. (Provide at least 3)
 - Offer Competitive Salaries and Benefits Packages/Sign on bonuses
 - Reduce Nurse-to-Patient Ratios
 - Implement Mental Health and Wellness Programs
 - Support Continuing Education
3. Identify why these problems might exist.

Burnout, lack of flexibility, lack of discipline/accountability, physical labor required, mental health issues, emotional impact, and not enough work-life balance.
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.

Months 1-2:

- Conduct surveys and exit interviews to identify causes of turnover.

- Assess current staffing levels and identify areas for improvement.
- Begin evaluating compensation packages and benefits.

Months 3-4:

- Launch flexible scheduling pilot programs for nurses.
- Begin implementing competitive compensation adjustments.
- Professional development programs.

Months 5-6:

- Establish a nurse recognition and feedback program.
- Start organizing team-building activities.
- Offer continuing education courses for staff.

Months 7-12:

- Adjust recruitment strategies based on early results.
- Continue supporting the growth of a positive organizational culture.

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

Decrease in turnover rates, retaining new hires, less calling out, leadership + staff feedback, and unit goals completed.

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.