

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 Assignment

Review chapter 22 and place your answers to the following questions in the Z-Chapter 22 dropbox by 0800 on 2/9/2026.

Part 1: Key Performance Indicators in Healthcare

- a. Define quality and key performance indicators.

Quality indicators are data that shows whether high quality is being maintained. Key performance indicators reflect the things that the team wants to change. These are part of the DMAIC and RCC process.

- b. Select a quality or performance indicators commonly used in healthcare, explain why it is important for evaluating quality and safety.

The TJC requires hospitals to submit error reports identifying key sentinel events that have the potential for great harm and a monthly sentinel event alert that is published. This is important because it helps the organization see what is going wrong and they are able to adjust it so they practice patient safety.

- c. Discuss how this indicator influences improvement strategies in healthcare organizations.

This indicator influences improvement strategies by evaluating the care provided, then it determines the overall care and determines if it meets the standards. It helps the organization investigate immediately and respond.

Part 2: The Nurse's role in Quality and Performance Improvement

- a. Describe 3 key responsibilities nurses have in quality and performance improvement.

Three key responsibilities nurses have in quality and performance are patient centered care which provides compassion and coordinated care based on the respect for the patients values and needs. Another one is teamwork and collaboration which is fostering open communication, mutual respect and a shared decision on patient's goal.

- b. Provide a clinical example of how a nurse contributes to improving a performance indicator.

The nurse contributes by using information management tools to monitor outcomes of care processes as well as responding appropriately to clinical decision making supports and alerts.

Part 3: Processes for Continuous Quality Improvement

a. Provide a brief description of DMAIC or PDSA.

DMAIC is defining the issue with possible causes/goals, measuring the existing system with metrics, analyzing the gaps between the existing system and goals, improving the system with creative strategies, and control/sustain the improvement. DMAIC provides more reliability and validity than other QI models. PDSA is plan, do, study and act. This is used to plan and implement some RCC's.

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.