

**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 improvement refers to the process or activities that are used to measure, monitor, evaluate and control services, which all lead to measurable improvement to health care consumers. Some quality indicators is data that shows whether high quality care is being maintained such as foley catheters being secured, VAPs, CAUTI, fall rates etc.

Key performance indicators reflect the things that the team wants to change. These are a part of the DMAIC and RCC process. Typical KPIs are time, costs, distance, number of incidents, or items. Some key performance indicators would be timely manner for administering antibiotics for sepsis, or pain medication. Also, cost per patient stay, or cost of supplies per unit.

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

One commonly used performance indicator is hospital acquired infection (HAI) rate such and VAPs. This indicator is important because it directly reflects patient safety and the quality of care provided. VAPs are preventable and are often caused because of breakdowns in infection control practices. Monitoring this KPI helps ensure that patients are protected from unnecessary harm while receiving care.

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

These improvement strategies are guided to target quality improvement initiatives. If rates are high, organizations may implement strategies such as staff re-education on

sterile technique, or central line insertion bundles, daily assessments and stricter hand hygiene compliance monitoring.

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

- a. Describe 3 key responsibilities nurses have in quality and performance improvement.  
Monitoring and reporting – nurses are responsible for assessing patients, recognizing changes, and accurately documenting and reporting clinical data.  
Implementing evidence-based practices – nurses apply current best and safest practices and follow clinical guidelines to ensure safe and effective care.  
Participating in quality improvement initiatives – nurses contribute to committees and audits to provide insight into workflow, patient needs and system barriers.
- b. Provide a clinical example of how a nurse contributes to improving a performance indicator.  
Nurses help create a daily checklist to check things such as foley catchers, central lines, ventilators etc. and ensures documentation is completed and consistent. This helps maintain procedures and adhere to patient and hospital safety.

#### Part 3: Processes for Continuous Quality Improvement

- a. Provide a brief description of DMAIC or PDSA.  
PDSA (Plan, Do, Study, Act) is a continuous quality improvement model used in healthcare to test and implement changes in a systematic way.  
Plan – Identify a problem, set goals, and develop a plan for improvement  
Do – Implement the change on a small scale  
Study – Evaluate the results by analyzing data and comparing outcomes to expectations  
Act- If successful, implement the change more broadly, if not, revise and try again.  
PDSA supports ongoing improvement by allowing organizations to test changes in real settings while minimizing risk, making it a practical and widely used tool in nursing and healthcare quality improvement.

*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.*