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.
   - **A quality performance indicator is data that shows whether high quality care is being maintained. It is an item of concern that has arisen because of a nursing practice problem.**
   - **A key performance indicator reflects things that the team wants to change. It assesses the quality of nursing care. An example is number of incidences of falls in one month.**

b. Select a quality or performance indicators commonly used in healthcare, explain why it is important for evaluating quality and safety.
   - **An example of key performance indicator is patient fall rates. It is important to evaluate these scores to assess how many falls have occurred in a time frame. Monitoring these rates and the reason they fell can help set new safety standards and precautions to create a better quality of care.**

c. Discuss how this indicator influences improvement strategies in healthcare organizations.
   - **Fall rates among patients influence improvement strategies in healthcare organization because it prompts them to initiate fall prevention programs to decrease the number of falls. They can also use the data from the falls to provide education to staff on ways to prevent falls from occurring.**

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

a. Describe 3 key responsibilities nurses have in quality and performance improvement.
   3 key responsibilities nurses have in quality improvement include educating, collecting and analyzing data, as well as knowing what to do with the results. Nurses need to collect data and chart it and report any incidents that occur. They also need to be able to educate others on participating in quality improvement.

b. Provide a clinical example of how a nurse contributes to improving a performance indicator.
   - **A nurse contributes to improving a fall rate by preforming fall risk assessments on patients when they are admitted and implementing fall precautions. By implementing these precautions, the nurser is actively improving fall rates and decreasing incidences of falls. Some examples of fall precautions include turning on the bed alarm, making sure the call light is in reach, and providing patients with nonslip socks to wear when ambulating.**

Part 3: Processes for Continuous Quality Improvement

a. Provide a brief description of DMAIC or PDSA.
   - **DMIAC is a six-sigma process for improving existing processes that fall below institutional goals or national norms. DAMIC stands for define, analyze, measure, improve and control. Define is for defining an issue, possible cause and goals. Measure is for measure the existing system with metrics. Analyze is for analyze the gap between the existing system and the goal. Improve is for improve the system with creative strategies. Control is for control and sustain the 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.