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 processes and activities used to measure, monitor, evaluate, and improve health care outcomes, patient safety, and organizational performance. Quality improvement focuses on using data to identify problems and implement changes to improve care outcomes.
        A key performance indicator is a measurable element that helps track how well a healthcare organization is meeting quality and safety goals. Key performance indicators provide objective data that allow organizations to monitor performance over time and determine whether improvement efforts are effective.

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

        One commonly used quality indicator in health care is medication administration accuracy. This indicator measures whether medications are administered correctly according to established policies and procedures. Medication errors can directly impact patient safety and outcomes, making this indicator important for evaluating quality of care. Medication accuracy is important because errors often result from system issues such as poor communication, labeling problems, interruptions, or environmental factors. Monitoring this indicator helps organizations identify risks and prevent future errors.

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

Monitoring medication administration accuracy influences improvement strategies by guiding organizations to analyze underlying causes of errors and implement system-based changes. When medication errors are identified, teams may conduct root cause analysis to determine contributing factors and design safer workflows. Improvement strategies may include staff education, changes in medication storage or labeling, and standardization of procedures. Continuous monitoring makes sure that improvements are kept up and patient safety is maintained.

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

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

1. Monitoring and Reporting Quality Data
It is important that nurses collect data related to patient care and identifying quality concerns. They can monitor compliance with policies, observe care practices, and report findings to quality improvement teams.

2. Participating in Quality Improvement Activities
Nurses are involved in quality improvement initiatives such as audits, RCA participation, and performance monitoring. Their frontline perspective allows them to identify practical solutions to improve care processes.

3. Promoting Patient Safety
Nurses support patient safety by following evidence-based practices, recognizing potential risks, and advocating for system improvements to prevent harm.

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

A nurse can contribute to improving medication safety by identifying frequent interruptions during medication administration. By reporting the issue and participating in root cause analysis, the nurse helps the organization recognize environmental risks and implement changes such as designated medication preparation areas. These actions improve medication accuracy and reduce patient harm.

Part 3: Processes for Continuous Quality Improvement

a. Provide a brief description of DMAIC or PDSA.
    DMAIC is a structured quality improvement process that stands for Define, Measure,
    Analyze, Improve, and Control. It is used to identify problems, collect and analyze
    data, implement improvements, and sustain positive changes over time.

    Define- Identify the problem and goals
    Measure- Collect baseline data
    Analyze- Determine root causes
    Improve- Implement solutions
    Control- Monitor outcomes to sustain improvement

    DMAIC helps reduce variation in practice and improve patient safety by using data-
    driven decision making.

*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.*