

Unit 4: Quality Patient Care
Z-Chapter 22
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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 in healthcare means providing safe, effective, patient-centered care that meets professional standards and leads to good patient outcomes.
- Key performance indicators (KPIs) are measurable data points that show how well a healthcare organization is performing in areas like safety, efficiency, patient outcomes, and patient satisfaction.

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

- This indicator is important because HAIs are preventable and directly reflect the safety of the care environment.
- Tracking HAI rates helps identify problems with infection control practices and protects patients from avoidable harm.

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

- When HAI rates rise, organizations review hand hygiene, cleaning practices, PPE use, and sterile technique.
- It pushes teams to update policies, provide staff education, and monitor compliance more closely.
- It also guides leadership in deciding where resources are needed, such as more isolation rooms or better disinfecting equipment.

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

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

- Reporting and documenting accurately so data used for quality measures is correct.
- Following evidence-based practices to reduce errors and improve patient outcomes.
- Participating in improvement projects, such as audits, committees, or safety initiatives.

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

- A nurse notices that central line infections have increased on the unit.
- They reinforce the central-line bundle by ensuring sterile dressing changes, proper hand hygiene, and daily line-necessity checks.
- Their actions help lower the infection rate, improving the unit's quality score.

Part 3: Processes for Continuous Quality Improvement

a. Provide a brief description of DMAIC or PDSA.

- A simple cycle used to test and improve changes in practice.
- **Plan:** Identify a problem and create a plan to fix it.
- **Do:** Try the change on a small scale.
- **Study:** Review the results and see if it worked.
- **Act:** If successful, apply it more widely; if not, adjust and try again.

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.