

**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 is to provide safe patient centered care and increase the positive outcomes.  
Key performance indicators are factors that the health care team wants to change.
- b. Select a quality or performance indicators commonly used in healthcare, explain why it is important for evaluating quality and safety.  
A commonly used performance indicator is hand washing. This is important to prevent the spread of bacteria and viruses from patient to patient.
- c. Discuss how this indicator influences improvement strategies in healthcare organizations.  
This indicator influences improvement strategies in healthcare organizations by shortening hospital stays and decreasing readmissions.

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 for nurses are to agree to the key performance indicator, follow the steps of what is being implemented and give feedback on how effects the work and the patient's.
- b. Provide a clinical example of how a nurse contributes to improving a performance indicator.  
If an performance indicator is in place for hand washing the nurse can contribute to improve this by continuously taking the write precautions and steps during their shift.

Part 3: Processes for Continuous Quality Improvement

- a. Provide a brief description of DMAIC or PDSA.  
DMAIC is a flow diagram that uses the 6 sigma steps to show how the process should flow when initiating a new process. The 6 sigma steps are define, measure, analyze, improve, and control.

PDSA is a cycle used to test changes being initiated by steps of plan, do, study and act.

*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.*