

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 indicators are areas of concerns based on nurse practicing problems that have occurred. Key performance indicators reflect things that the team wants to change such as number of incidents, items, time, distance, and costs.

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

A quality or performance indicator that is commonly used in healthcare is occurrence of HAIs. It is important that we evaluate this as it reflects high/low infection control practices in the healthcare setting. If there is high HAI rates, this can lead to long term patient complications, lack of reimbursement to the hospital, and it reflects poorly on the hospital itself. This can lead to stigma surrounding the hospital, and lack of trust from the patients.

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

This indicator influences improvement strategies in healthcare organizations as hospitals can set standards of care practices, hold more staff education, and track data on if this is improving/declining. By being able to track the data, it allows for influencing change in practices and interventions, promoting the safest care for these patients.

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

- a. Describe 3 key responsibilities nurses have in quality and performance improvement. The first key responsibilities nurses have in quality and performance improvement is following the standards of care set by the hospital. By following the standards of care, nurses can protect the patient and promote overall patient wellbeing by doing the proper interventions. Another responsibility is proper documentation and reporting outcomes. By having proper documentation, it allows hospitals and other HCPs to observe what was done, when, and the outcome of the intervention. This will also

help with data recording. The third key responsibility for a nurse is to actively participate in education opportunities and staying up to date with the latest evidence-based practices to promote patient safety and outcomes.

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

A clinical example of how a nurse contributes to improving a performance indicator is CAUTI prevention. The nurse makes sure the stat-lock is on and in place, the tubing is not kinked, the green clip is attached to the sheets, the bag is not touching the floor and is lower than the bladder, and the bag is labeled appropriately. The nurse then documents all interventions done appropriately and in a timely manner. By doing the proper interventions and documentation, the nurse is promoting patient wellbeing and preventing a CAUTI. These actions would improve performance indicators.

Part 3: Processes for Continuous Quality Improvement

- a. Provide a brief description of DMAIC or PDSA.

DMAIC includes 5 main steps, each letter standing for a different step. D is define, during this we would identify the issue and create a team. M is measure, during this we would find KPIs, and develop a work plan. A is analyze, we would analyze the gap in performance and the goal. I is improve, we would create ideas for change, and during this time refine the plan. C is control, we standardize what worked and avoid reverting back into what didn't.

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.