

## Module Report

Simulation: Nurse's Touch: The Leader

Module: Case 4: Quality Improvement



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Institution: Lakeview CON

Program Type: BSN

### Time Use and Score

|                             | Date/Time            | Time  | Score |
|-----------------------------|----------------------|-------|-------|
| Case 4: Quality Improvement | 9/19/2024 8:58:26 PM | 4 min | 100%  |

| Results by Stage         |                                                                                                                                                                                                                                                                                 |                 |
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| Stage 1 (3 of 3 Correct) |                                                                                                                                                                                                                                                                                 |                 |
| Question 1               | Cynthia is responding to Beverly's question. Which of the following statements by Cynthia indicates an understanding of the purpose for quality improvement programs?                                                                                                           |                 |
| Selected Option/ Result  | "Quality improvement programs improve processes and help to ensure that we are providing safe and effective care for our clients."                                                                                                                                              | Result: Correct |
| Rationale                | The purpose of quality improvement programs is to ensure clients are receiving care based upon current evidence-based practices and knowledge to achieve the desired health outcomes.                                                                                           |                 |
| Question 2               | Beverly is asking Cynthia to identify the steps in the audit process. Cynthia states that, after determining the topic to study, the next step is to                                                                                                                            |                 |
| Selected Option/ Result  | establish criteria for quality care.                                                                                                                                                                                                                                            | Result: Correct |
| Rationale                | The audit process is a tool that measures the quality of care. There must be criteria and clearly established standards against which to measure the data. This step must come next as all planning and implementation will depend on the level of deviation from the standard. |                 |
| Question 3               | Client falls and trauma that occur within the hospital setting are an example of a never-event. What impact does the occurrence of a never-event have on the health care facility?                                                                                              |                 |

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| Selected Option/ Result  | The facility will receive no reimbursement from Centers for Medicare and Medicaid Services (CMS) for the client care related to the fall/trauma.                                                                                                                                                                                                                         | Result: Correct |
| Rationale                | CMS has determined that certain hospital-acquired conditions are reasonably preventable. Therefore, Medicare/Medicaid will not reimburse health care facilities for care associated with identified never-events, such as falls, postoperative blood clots, or certain surgical site infections.                                                                         |                 |
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| Stage 2 (3 of 3 Correct) |                                                                                                                                                                                                                                                                                                                                                                          |                 |
| Question 1               | Cynthia is responding to Anna's request to provide an example. Which of the following is a nursing-sensitive outcome?                                                                                                                                                                                                                                                    |                 |
| Selected Option/ Result  | The occurrence of infections while hospitalized                                                                                                                                                                                                                                                                                                                          | Result: Correct |
| Rationale                | The rate of hospital-acquired infections is a nursing-sensitive quality indicator that impacts client outcomes. It is reflective of the nursing care provided.                                                                                                                                                                                                           |                 |
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| Question 2               | Anna is discussing the Magnet Recognition Program® with the team. Which of the following information should Anna include?                                                                                                                                                                                                                                                |                 |
| Selected Option/ Result  | Magnet health care organizations must collect data about nursing sensitive outcomes.                                                                                                                                                                                                                                                                                     | Result: Correct |
| Rationale                | The Magnet Recognition Program promotes leadership in nursing practice; therefore, these organizations must collect data about nursing sensitive outcomes and compare them to established professional nursing standards. Additionally, organizations that hold Magnet status must report outcomes that fall below the threshold established by the Magnet organization. |                 |
|                          |                                                                                                                                                                                                                                                                                                                                                                          |                 |
| Question 3               | The team is discussing factors that could contribute to the increased fall rate during the fourth quarter. What type of audit would examine staff adherence to hourly rounding?                                                                                                                                                                                          |                 |
| Selected Option/ Result  | Process audit                                                                                                                                                                                                                                                                                                                                                            | Result: Correct |
| Rationale                | Process audits are often task oriented. They focus on how care was delivered and if there was adherence to practice standards.                                                                                                                                                                                                                                           |                 |
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| Stage 3 (2 of 2 Correct) |                                                                                                                                                                                                                                                                                                                                                                          |                 |
| Question 1               | The group is examining fall rates over the last fiscal year. Which of the following is the most common reason that clients experience a fall in the acute care setting?                                                                                                                                                                                                  |                 |
| Selected Option/ Result  | Urgency to use the toilet                                                                                                                                                                                                                                                                                                                                                | Result: Correct |
| Rationale                | Evidence-based research has determined that the most common reason that clients fall is because they are in a rush to get to the toilet, fearing soiling themselves.                                                                                                                                                                                                     |                 |

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| Question 2               | Anna is explaining how to measure the rate of falls for a specific unit. When reporting fall rates which of the following is an appropriate way to calculate this number?                                                                                |                 |
| Selected Option/ Result  | The number of client falls per 1,000 client days.                                                                                                                                                                                                        | Result: Correct |
| Rationale                | Using the number of falls per 1,000 client days eliminates the influence of variation in client census. It can be calculated using the following formula: number of client falls / (number of client days x 1,000).                                      |                 |
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| Stage 4 (2 of 2 Correct) |                                                                                                                                                                                                                                                          |                 |
| Question 1               | The next step in the quality improvement process is to conduct a root cause analysis. What is the purpose of a root cause analysis?                                                                                                                      |                 |
| Selected Option/ Result  | Examine the relationship between variables related to the problem.                                                                                                                                                                                       | Result: Correct |
| Rationale                | A root cause analysis collects and reviews information related to the identified problem to determine potential causes. This is the fourth step in the FOCUS stage.                                                                                      |                 |
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| Question 2               | The quality improvement committee is ready to begin the root cause analysis process. Which of the following is the first step the staff members should take in relation to identifying the root cause of the increased incidence of falls on their unit? |                 |
| Selected Option/ Result  | Examine the circumstances related to each fall.                                                                                                                                                                                                          | Result: Correct |
| Rationale                | Data collection is the first step of the route cause analysis process. Therefore, this is the first action the team should take.                                                                                                                         |                 |
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