The Leader   **2.5 total hours**

● **Case 4** (Quality Improvement Team Meeting)   *1.25 hr*

Stage 1

- o Play the video
- o Discussion (Answer the following questions in a paragraph)
    - ■ Do you think the composition of the team was comprehensive?
        - ● Yes
    - ■ Identify the steps in the Quality Improvement process?
        - ● Identifying target areas to improve, determine what can be modified, develop and execute effective strategies to improve quality care, track performance outcomes, determine results to spur broad quality outcomes.
    - ■ Define a structure audit?
        - ● This is the overall health and performance check-up of a business/health care setting
    - ■ Why is the nurse client ratio part of a structure audit?
        - ● This is a structure audit because it involves nurse to client care
- o Answer the quiz style questions at the end of this stage (answered)

Stage 2

- o Continue video
- o Discussion (Answer the following questions in a paragraph)
    - ■ Do you understand the different types of audits?
        - ● Yes there are structure audits, outcome audits and process audits
    - ■ Define a structure, process, and outcome audit and give example?
        - ● structure: Where the nurses provide the care
        - ● process: How the nurses provide care
        - ● outcome: The results from the nurses providing care
    - ■ What must be developed before an audit can be established?
        - ● A trusting relationship should be developed before an audit is established
- o Answer the quiz style questions at the end of this stage (Be sure to open the incident report in the program to answer the first question)

Stage 3

- o Continue video
- o Discussion (Answer the following questions in a paragraph)
    - o What is a nursing sensitive outcome?
        - o care or outcomes that are most affected by nursing care
    - o Give 2 examples of a nursing sensitive outcome?
        - o staffing levels
        - o positive patient satisfaction/outcomes

- o Why should a Hospital seek Magnet Recognition status?
    - o This is a program that provides a road map to nursing excellence that in turn benefits the patients and their outcomes
- o How do you determine the risk factors for falls?
    - o the medications they are on, their age, if they have altered mental status, if they have an IV inserted, how well their musculoskeletal system works
- o How does the nurse determine the benchmark for falls?
    - o the number of client falls in the last 1,000 days
- o Answer the quiz style questions at the end of this stage (answered)

Stage 4

- o Continue video
- o Discussion (Answer the following questions in a paragraph)
    - ■ How does using a percentage for falls provide more accurate data?
        - ■ Because you can see how many percentage points the occurrence of falls goes up or down each month
    - ■ List three potential root cause of the increased number of falls?
        - ■ the nurse to patient ratio
        - ■ the number and of medications used
        - ■ not having the patients bed alarm off
- o Answer the quiz style questions at the end of this stage (answered)