

The University of Kansas Hospital

Igniting the Fire: Empowering Nurses to Lead Change at the Bedside



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1. Describe implementation of a program that empowers bedside staff to lead change
2. Share examples of innovative projects driven by staff that impact patient outcomes and promote a culture of safety

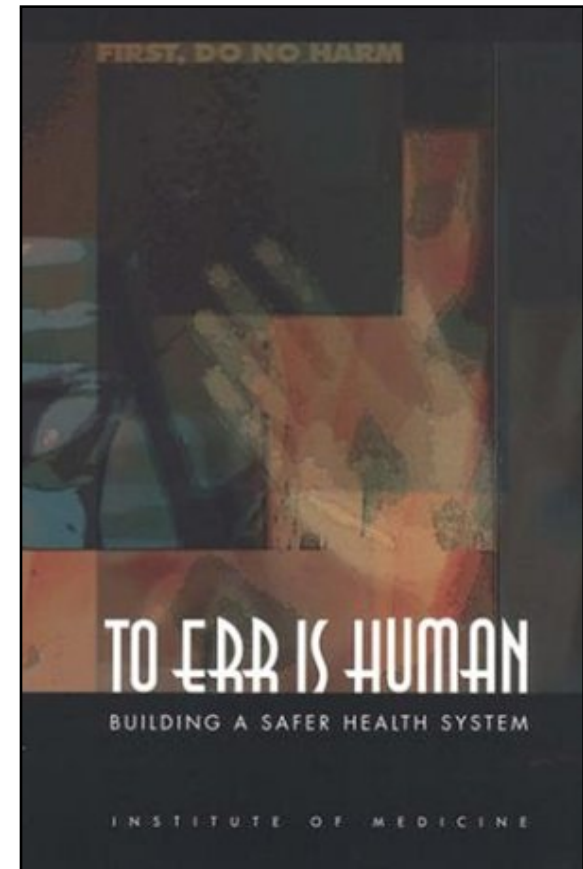
The University of Kansas Hospital

- 600 Bed Academic Medical Center
- The Teaching Hospital for the State of Kansas
- 5000 Employees ~ 1800 RNs
- Our Magnet Journey



A Call to Action...

- Eliminate Health Care Errors
- The Role of Nursing
- The Goal of QSI





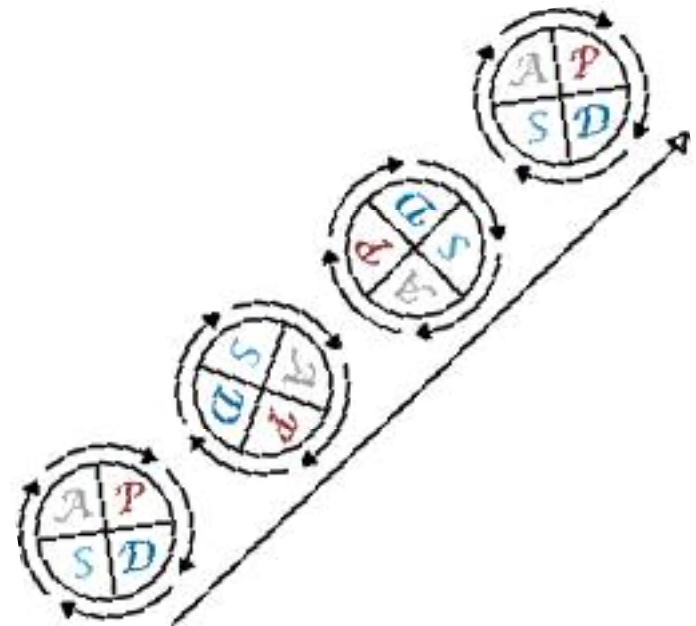
“Give a man a fish and you feed him for a day. Teach him how to fish and you feed him for a lifetime.”

-Lao Tzu



Quality and Safety Investigators: Program PDSA

- PLAN
 - Implement a Formal QI program
 - Proposed Program Outcomes
 - Measures of Success
- DO
 - Propose and Recruit
 - Annual Kick Off
 - Monthly Meeting





Falls



Patient Satisfaction



Infection Control



Pain management

Patient identification



QSI Breakout Sessions

Medication Safety



Bedside Safety Checks



CORE Measures



QSI Curriculum

- PDSA Improvement Cycles
- First Do No Harm & Josie King Videos
- Communication and Motivating Others
- Anatomy of a Lawsuit & Mock Trial
- Bedside Safety Checks and PSN Events
- Unit Based Scorecards
- Distractions and Human Factors
- Literature Review and Abstract Writing
- Work-Life Balance
- Regulatory Compliance



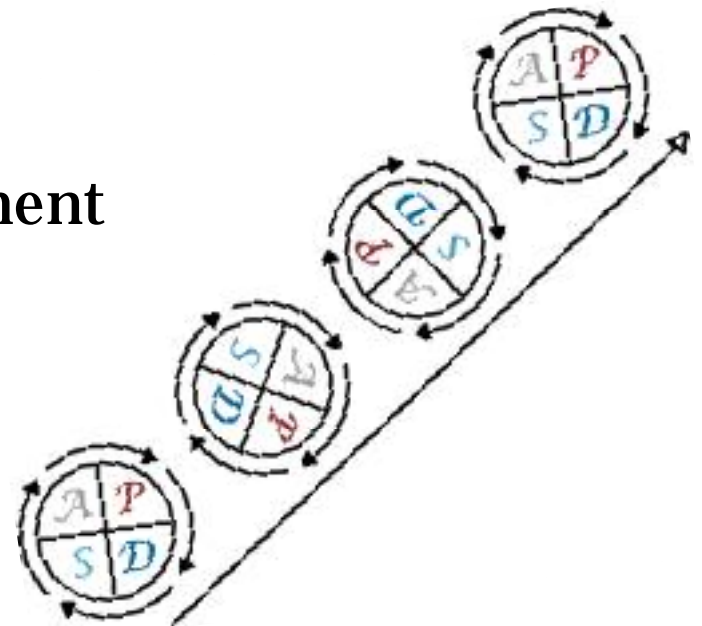
QSI Role and Responsibilities

- Monthly QSI Meeting Attendance
- Quarterly Quality Council Meeting Attendance
- Meet with Dedicated Mentor as Needed
- Summarize Content at Unit Staff Meetings
- Assist in Development of Unit Based Scorecard
- Submit Abstract to DON Literature Review
- Best Practice Sharing
 - PDSA Tool
 - QSI Poster Celebration



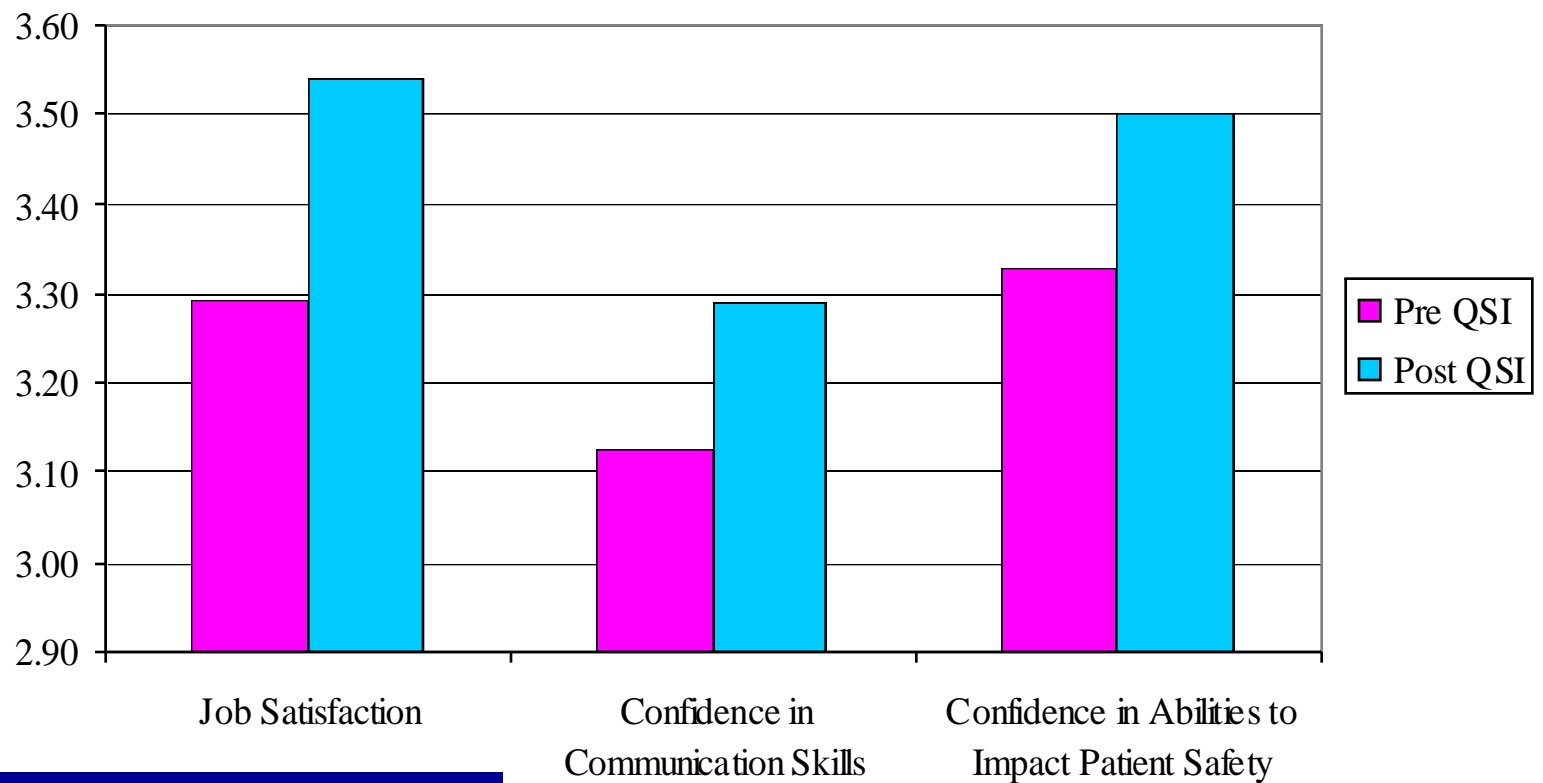
Quality and Safety Investigators: Program PDSA

- STUDY
 - Toolkits and Resources
 - QSI Website
 - Distraction Management & Core Measure Toolkit
 - Program Evaluation
 - Formal Survey
 - Informal Feedback
 - QSI Professional Development
 - Abstract Publishing
 - Nursing Awards



QSI Program PDSA - STUDY

Components of QSI Participant Evaluation



QSI Program PDSA - STUDY

- A Few Examples of QSI Projects
 - BRIEF Tool Development for Bedside Safety
 - Resource Nurse Page Out to Decrease Distractions
 - Lidocaine Jelly and Foley Catheter Placement
 - STARS of the CVPCU: Increasing Teamwork & Recognition
 - Medication Safety: IV Pump Limit Evaluation
 - Including the Patient to Improve Hand Hygiene
 - Code Neo



QSI Program PDSA - STUDY

- QSI Feedback
 - “The QSI Program has given me tools that without it I would probably have never learned to use.”
 - “I feel more comfortable discussing how each bedside nurse can make a difference with the outcome of our patients, we really do impact quality at the bedside.”
 - “My communication skills have really improved.”
 - “I feel like a valued member of the team.”

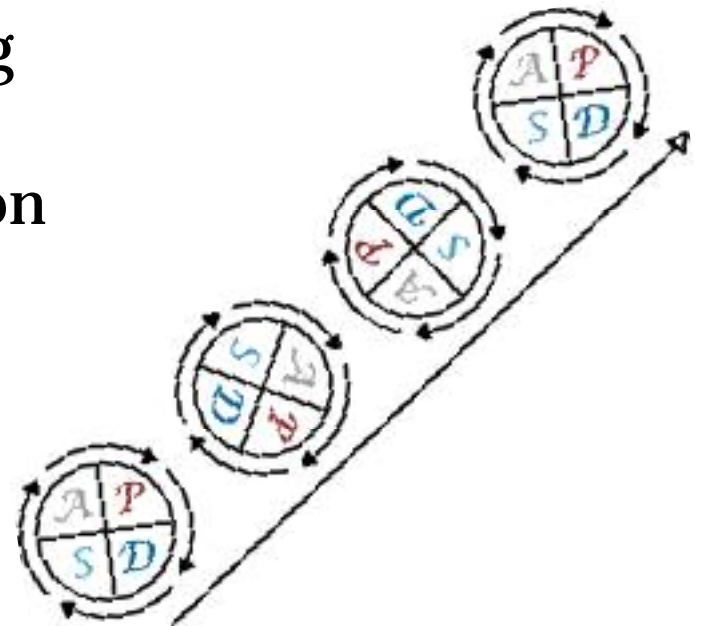
QSI Program PDSA - STUDY

- QSI Feedback

- “I have become a better leader on my unit because of the stuff we learn at the QSI meetings.”
- “I learn more from this meeting than any staff or unit meeting I’ve ever had, I really enjoy the QSI Program.”
- “I am no longer afraid to speak up if I have a suggestion for improving patient care.”

Quality and Safety Investigators: Program PDSA

- ACT
 - Continuous Evaluation
 - Partnering With Other Nursing Councils
 - Expanding Beyond Nursing
 - Mentor Program Maturation



And Now....A Quick QSI Video



Any Questions?



Thank You!

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