

NURSING QUALITY STRUCTURE TO IMPROVE NURSING OUTCOMES



- Annapolis, Maryland
- Regional Medical Center
- > 1200 Nurses
- Leapfrog HIMSS Stage 6
- Most Wired 2011
- Excellent Quality Results
- Patient Satisfaction > 90th percentile

NURSING COUNCIL STRUCTURE



LEARNING OBJECTIVES

1. Describe a nursing quality infrastructure that disseminates NDNQI and other nurse sensitive indicators and drives quality improvement goals at a unit, service line, and the organizational level.
2. Share strategies for implementing a nursing quality structure.

SIGNIFICANCE

Complex nursing quality and safety problems cannot be successfully addressed within a healthcare system without a robust quality structure to support on-going quality improvement initiatives.



Staff Nurse Influence Over Practice

STRATEGY AND IMPLEMENTATION

In order to achieve sustainable improvement in the quality of nursing care, Anne Arundel Medical Center (AAMC) recognized the need to build a nursing quality infrastructure where quality improvement opportunities could be identified, addressed, and evaluated at multiple levels within the organization. AAMC implemented a three tiered nursing quality structure in which the unit level nursing quality councils report to the service line nursing quality councils which in turn link to the organizational wide nursing quality council. From the unit level to the organizational level NDNQI data and other nurse sensitive data is disseminated, problems are identified, and quality improvement projects are implemented and evaluated. The process of implementation involved staff training and education, development of NDNQI score cards, standardization of agendas, and on-going support from the Director of Nursing Quality and Research and nursing leadership.

EVALUATION

The nursing quality structure has thrived since implementation two years ago. Membership has grown as the councils have gained organizational wide visibility, recognition and demonstrated their effectiveness in improving unit quality. Each unit level nursing quality council presents their quality improvement projects annually at the AAMC Evidence Based Practice Fair. Improvements in patient falls, falls with injury, restraint use, and hospital acquired pressure ulcers have been taken place since the implementation of the nursing quality council structure.

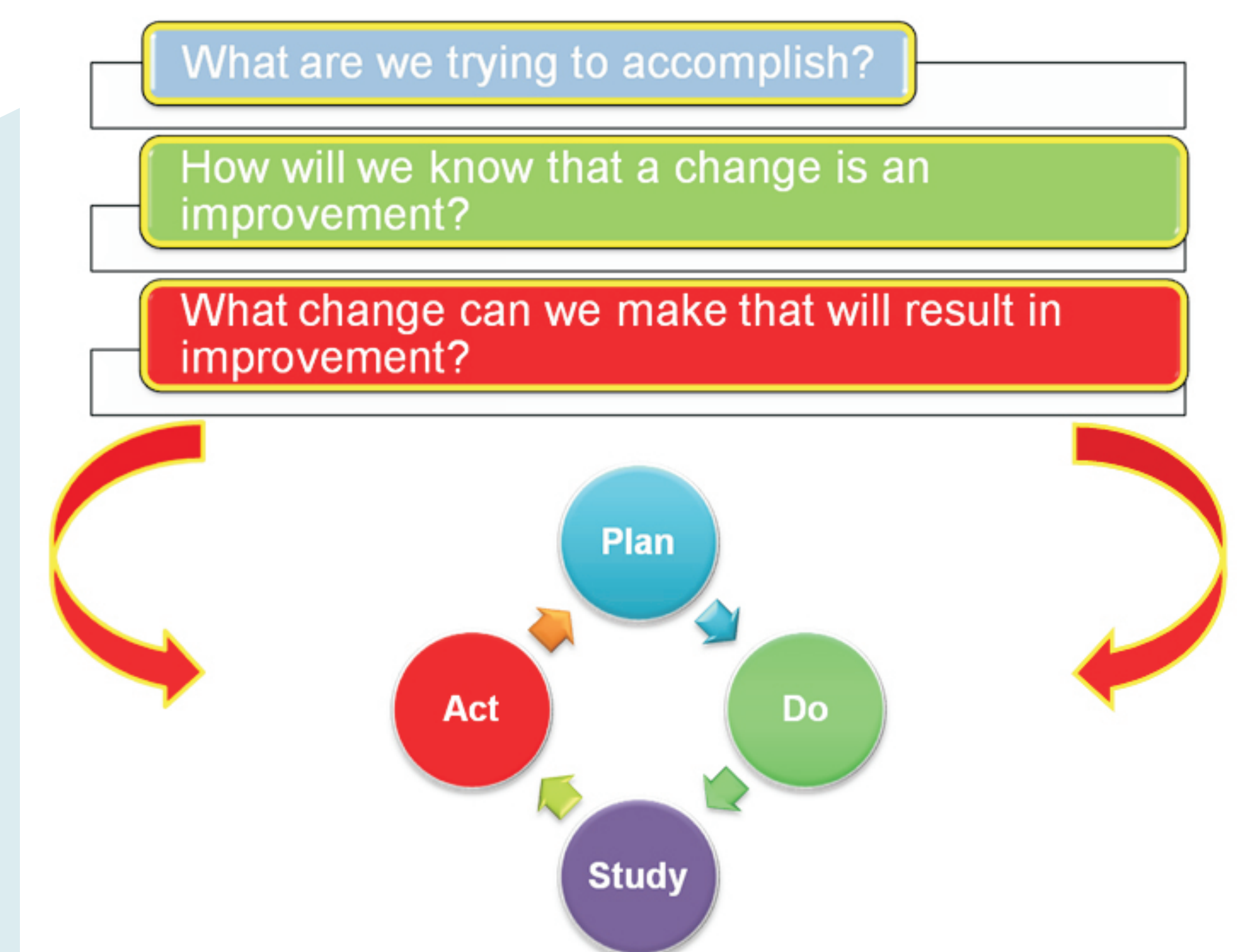


IMPLICATIONS FOR PRACTICE

Sustainable positive nursing outcomes can be achieved by the development of a nursing quality infrastructure where nursing sensitive data is communicated, nursing practice issues are addressed, and quality improvement projects are implemented.

INSTITUTE FOR HEALTH CARE IMPROVEMENT (IHI):

MODEL OF IMPROVEMENT



Contact Person: Cathaleen Ley, PhD, RN, PMHCNS-BC
Title: Director Nursing Quality and Research
Email: cley@aaahs.org