

Innovative Ways to Engage Frontline Staff: Quality Improvement Analyst Program

Autumne Bailey, MSN, RN, PCNS-BC; Jenny Slayton, MSN, RN; and Susan Hernandez, MBA, BSN, RN

Introduction

The QIA program is designed to engage staff into process improvement activities. The program provides staff with foundation to equip them with tools to:

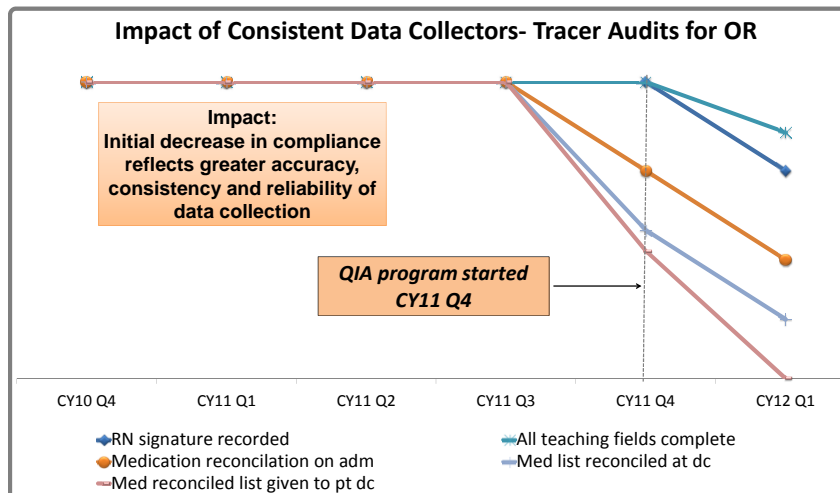
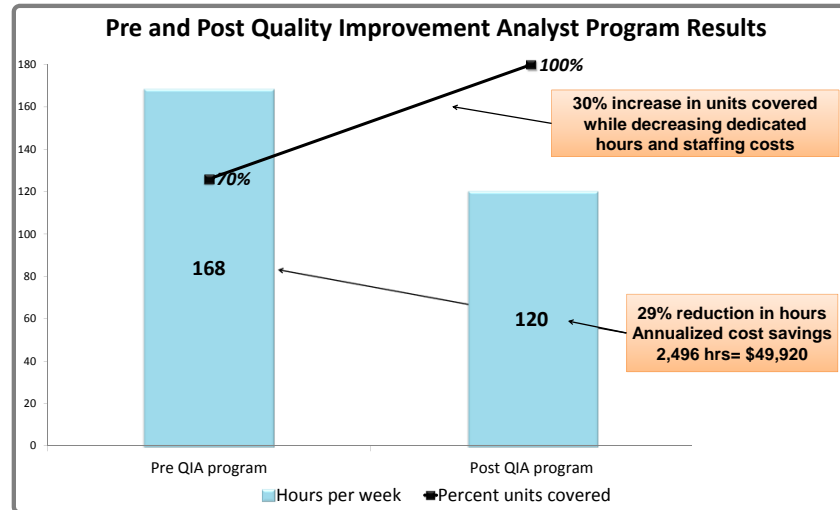
- Increase frontline knowledge of quality improvement
- Serve as a unit quality and patient safety champions,
 - Disseminate best practices
- Lead a quality improvement project.



Implementation

The QIA program kicked off in September 2011 with a one and a half day training for eight nurses. Best practice sharing is facilitated through monthly group meetings and collaboration. monthly meeting also focus on professional growth through “lunch and learns” topics. These presentations have included Infection Control Prevention, focused Microsoft Excel teaching, training for difficult conversations, rounding for outcomes, and much more. Through this training the QIA's lead projects and gather data on both their projects and other key quality goals of the hospital.

Results



Background

Before September 2011, high performers were asked to capture action plan criteria from regulatory visits. The data was variable across units. The results were shared within the unit. With the addition of a nursing quality manager, priority was to provide structure to the work and broaden impact.

Implications for Practice

- QIA's are out of staffing one shift per week creating opportunities for increased engagement
- QIA's are the quality and patient safety champions on the units
- QIA's can attend quality meetings on their designated day and give the bedside nursing feedback
- QIA's have rapport with the staff in their area to provide peer to peer coaching and accountability

