



## Purpose

- Staff Nurses will provide high-quality care to their patients
- Staff Nurses will participate in Quality Improvement process
- Staff Nurses will gain an understanding of Quality & Patient Safety in today's healthcare & regulatory environment
- Staff Nurses will design, implement & evaluate a unit based Quality Improvement project

## Process

### REQUIREMENTS

- Staff Nurse with one year of employment

### APPLICATION PROCESS

- Essay of personal goal for attending program
- Two letters of recommendation
- Professional resume



## Sample Program

- Role of Quality Fellow
- Evolving State of Quality & Safety
- Culture of Safety: Results & Initiatives
- Introduction QI Projects
- What is DMAIC?
- Tools Used - QI Opportunity
- What the Current Data Tell Us: CLABSI, VAP, CAUTI, & HH
- Patient Services: Errors, Events, Families & Regulatory Agencies
- The Computer: Source for Data
- Phases of Medication Safety
- RN/MD Communication
- Core Measures
- Pay for Performance
- Patient Satisfaction: Press Ganey & HCAHPS
- The Joint Commission – Simplifying A Complex Organization
- Graduate Fellows Presentations

## Outcomes

### Cohorts

September	2010	37
March	2011	63
October	2011	57

### Evaluation of Program

99/157	Excellent
44/157	Good & Excellent

### Over 100 Performance Improvement Projects

- Hand off communication
- Pain management
- Patient throughput
- Medication safety
- Falls prevention
- Hospital Acquired Conditions

### Professional Development

- Promotions within the Department of Nursing
  - Clinical Ladder
- Organizational promotions

## Program Implications

- Unit based nursing quality leaders
- Minimal budgetary impact
- Enhance collaboration
- Engagement of bed side nurses
- Improvement in understanding of unit specific data
- Increase of Evidence Based Practice

## Program Challenges

- Ongoing support for graduate fellows
- Keep content current & interactive
- Translation of unit practices

## Next Steps

- Dissemination
- Strengthening leadership engagement
- Fall 2012 Cohort

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