Objectives

- Identify steps that can be taken to implement a Quality Champion role at other institutions
- Explain the process for initiating a unit-based quality triad model
- Describe role of Quality Champion
- Demonstrate outcome of Quality Champion project

Professional Practice Model

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Exemplify and enhance a patient-centered, innovative culture of quality and safety throughout the health care journey that is based on evidence and research

Pillar Goal

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Building the “Business Case”

- Reducing one infection/complication on each unit per year would pay for the cost of the Quality Champions

Expectations of Quality Champions

- Use time efficiently
- Work with unit-based Quality Triad
- Reach out to other Quality Champions
- Come prepared to discuss quality work at Nursing Quality Council
- Track time dedicated to “quality” work

Unit-Based Quality Leadership

Medical Director

Manager / ANM

Quality Champion

Goal of triad is to drive unit specific quality initiatives from a medical, administrative, and direct care provider perspective

Unit-Based Quality Projects

Infection Related

- CA-UTI (early Foley removal)
- CLA-BSIs (creating a standardized process)

Patient Satisfaction

- Pain control and monitoring
- Patient satisfaction
- Nurse communication
- Response time to call lights

Patient Safety

- Falls with harm
- Medication errors
- Incident report trending

Miscellaneous

- Saline flush confirmation and documentation
- Unit throughput
- Discharge planning
- Patient education
- Accurate documentation for immediate use sterilization

Project Outcomes

Saline flush documentation and charge capture

- NS flushes:
  - Used for more than med administration (tube flushing)
  - Documented only 24% of the time
- Two units piloted process for better documentation
  - Solid Organ Transplant Unit – bar code scan with each use
  - Cardiac ICU – keep all syringe caps and document end of shift
- Have improved documentation from 24% to 88% (Goal = 85%)
- Estimated charge capture = $420,000 per year