



BRINGING QUALITY TO THE BEDSIDE: THE EVOLUTION OF THE NURSE QUALITY CHAMPION

Suzanne L Nuss, PhD, RN

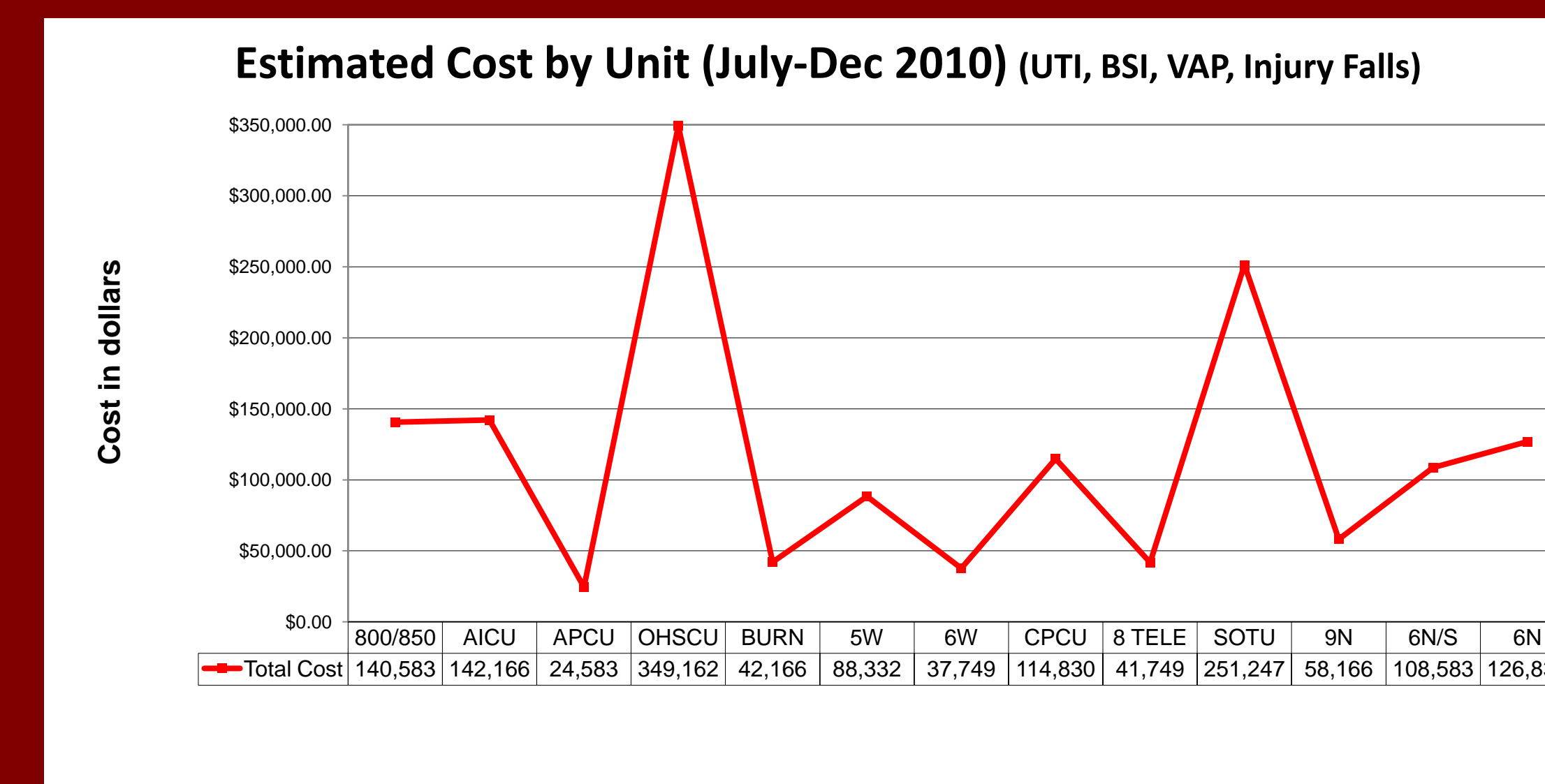
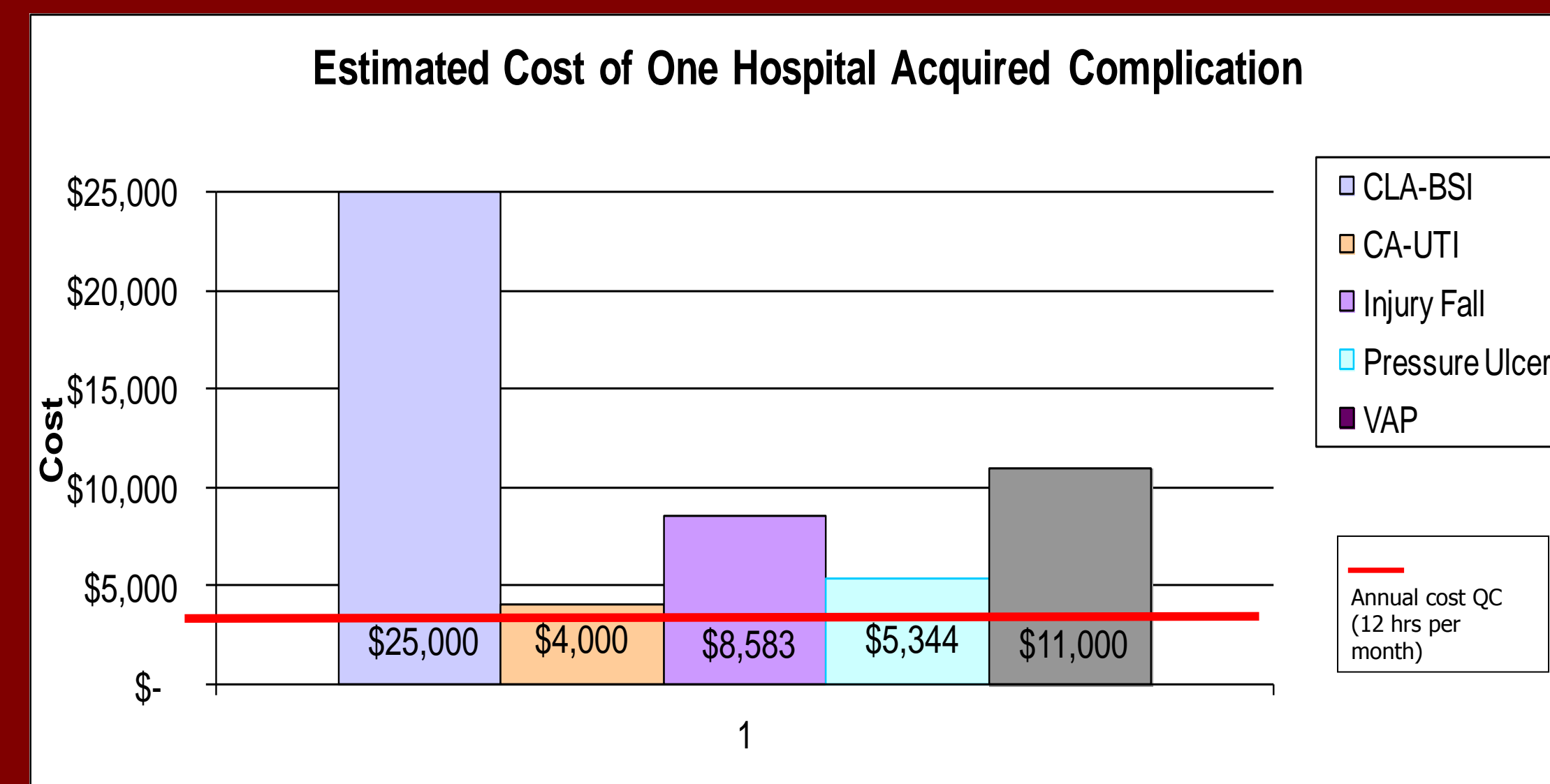
Director, Nursing Research and Quality Outcomes
The Nebraska Medical Center, Omaha, Nebraska



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

Building the "Business Case"

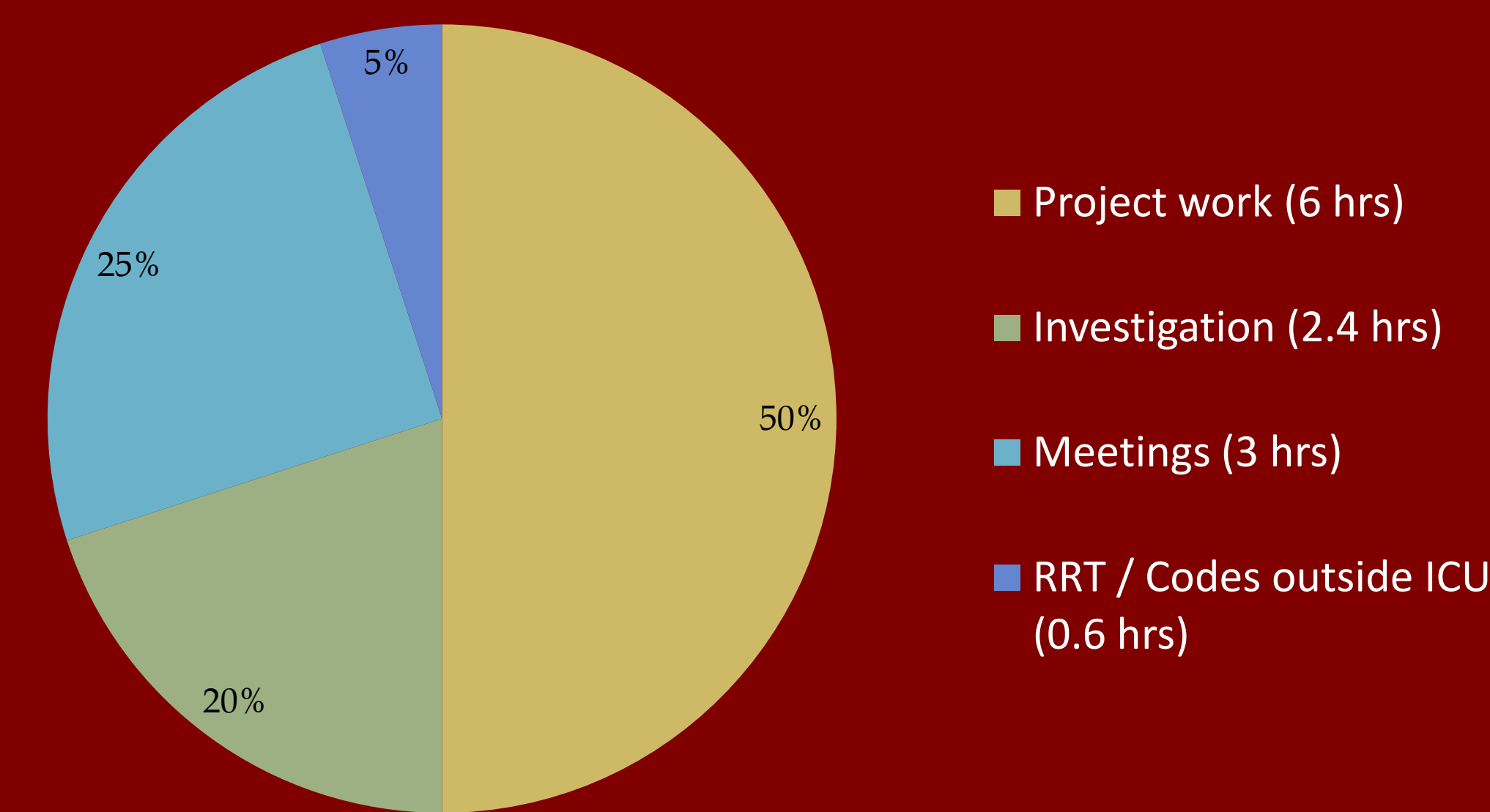


❖ Reducing one infection/complication on each unit per year would pay for the cost of the Quality Champions

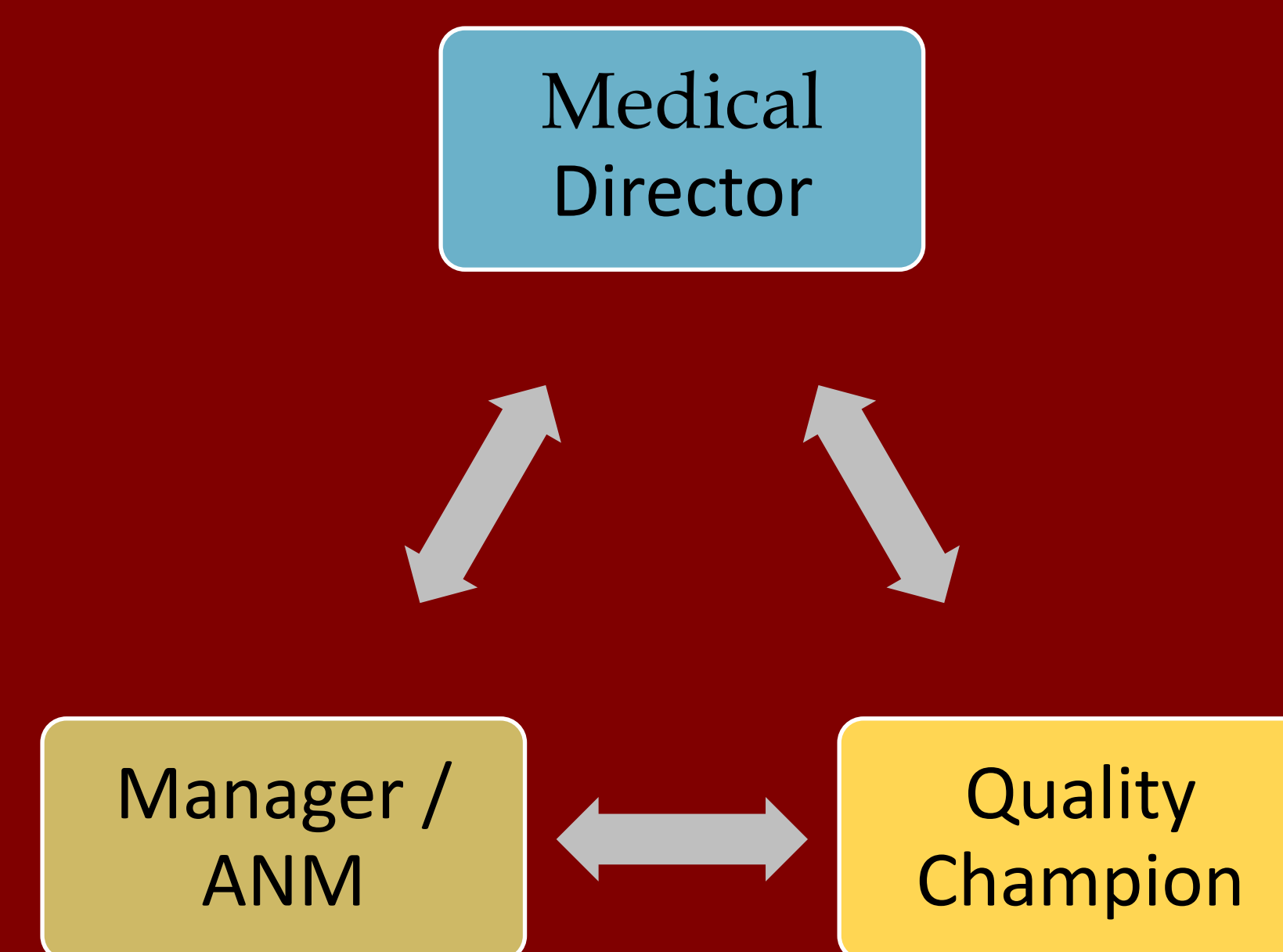
Expectations of Quality Champions

- 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

Time Allotment



Unit-Based Quality Leadership



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

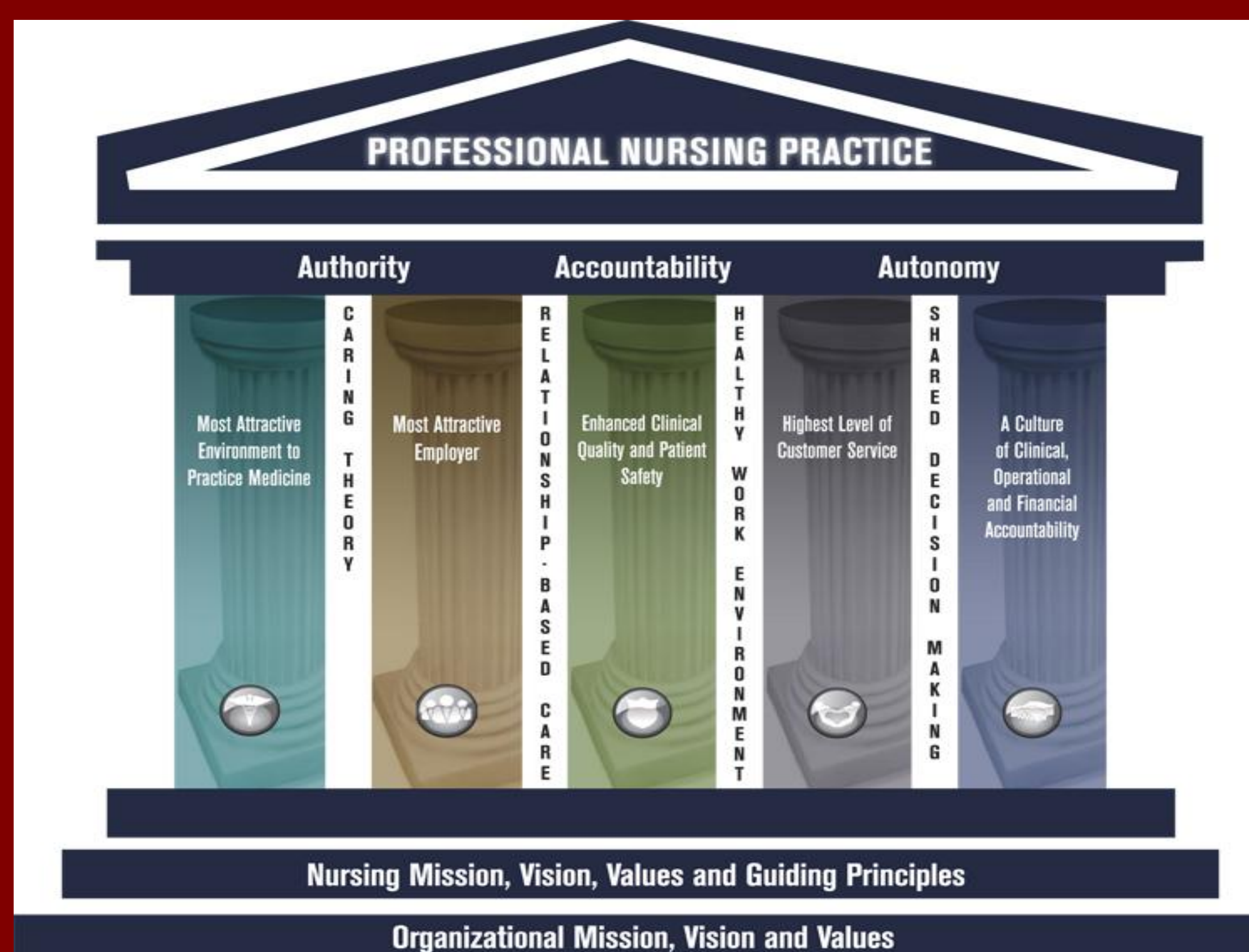
- Saline flush confirmation and documentation
- Unit throughput
- Discharge planning
- Patient education
- Accurate documentation for immediate use sterilization

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**

Professional Practice Model



Pillar Goal

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