Integrating QI Initiatives and QI Tools To Assist Front-Line Staff in an Initial Nursing Research Study

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Abstract

Purpose: To improve care through standardized practice using an anticipatory model of care. Goals: 1. Improve patient satisfaction scores above 90% excellent ranking while encouraging teamwork and improving patient safety. 2. Assist staff in initial nursing research venture.

Significance: Using QI tools of Plan/Do/Study/Act, Rapid-Test-of-Change and the DMAIC-QI Model provided a foundation for nursing staff during their first nursing research study. Staff were able to replicate and personalize a classic “hourly rounding” study to achieve outstanding results.

Methods/Tools

A multidisciplinary QI team was formed to develop a care delivery model that included a standardized process for rounding. QI tools and methodologies were the primary methods used. Basic research concepts were introduced to the staff to help them become familiar with research tools and to begin to understand the concept of using data to improve patient outcomes:

1. To identify methods of using QI methodology and QI tools to assist nurses in conducting a replication study of a classic hourly rounding model as their initial venture into nursing research.
2. To demonstrate the use of the plan-do-study-act (PDSA) and Rapid-Test-of-Change QI process.

Results

Table: Comparison of Patient Satisfaction Results

<table>
<thead>
<tr>
<th>Measure</th>
<th>Pre-Project Data</th>
<th>Post-Implementation Data</th>
<th>% Difference</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall Quality of Nursing Care</td>
<td>45.9%</td>
<td>88.5%</td>
<td>42.6%</td>
</tr>
<tr>
<td>Nurses Communication With Patient and Family</td>
<td>47.1%</td>
<td>84.2%</td>
<td>37.1%</td>
</tr>
<tr>
<td>Nurses’ Responsiveness to Your Needs and Requests</td>
<td>25.9%</td>
<td>76.4%</td>
<td>50.5%</td>
</tr>
<tr>
<td>Voice of the Customer: Bedside Surveys</td>
<td>70.0%</td>
<td>99.8%</td>
<td>29.8%</td>
</tr>
</tbody>
</table>

Conclusions

• Hourly rounding is effective in improving patient satisfaction and safety.
• Enlisting bedside caregivers in development and diffusion is instrumental to peer acceptance of change in the clinical setting.
• QI methodologies are useful tools for nurses who are venturing into basic nursing research.
• Modification and close replication of existing nursing studies are useful strategies for novice nursing researchers.

References

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