





QUALITY RESOURCE NURSE:
Improving Quality and Safety to Influence
Patient Outcomes and Nurse Satisfaction

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PROBLEM

- Extended work hours
- Job demands
- Quality demands
- Poor outcomes
- Frustration
- Dissatisfaction
- Little guidance
- Demanding work environment



PURPOSE

Quality Resource Nurse Role

- Sustained Compliance with Quality Initiatives
- Opportunity for Professional Development



SIGNIFICANCE



- Patient Safety
 - Thousands die every year from preventable safety events.
- HACs and Reimbursement
 - There is increased scrutiny of hospital acquired conditions and their cost to the organization.
- Standardized Bundles of Care
 - Many nurse managers report compliance with bundles of care needs improvement.



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STRATEGY



- **CHALLENGE:** Improve nursing work environment with little cost to the unit

COST



BENEFIT

- **SOLUTION:** Nurse managers staffed to off-set the addition of a quality resource nurse (12 hours weekly)



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IMPLEMENTATION



- QUALITY RESOURCE NURSE

- Devoted 2 half shifts weekly
- Performed quality audits
- Engaged staff in bedside clinical education



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QUALITY RESOURCE NURSE ROLE



Frontline Educator
Mentor/Coach
Quality Auditor
Database Recorder
Shared Governance



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GOALS

- Improvement in patient care and outcomes
- Enhanced comfort for frontline nurses
- Expanded professional role for an experienced nurse



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EVALUATION

- Improvements noted in compliance with bundles of care and documentation of other quality initiatives:
 - NG tube placement verification ↑ from 71% to 100%
 - Central line bundle of care ↑ from 30% to 100%
 - Home medication reconciliation ↑ from 75% to 100%



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EVALUATION



Unexpected Findings:
Drift Happens Quickly



Unexpected Outcomes:
Succession Planning



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IMPLICATIONS

- Quality Resource Nurse role adapted for other nursing units
- Further study needed to identify impact on
 - Patients
 - Work environment
 - Frontline nurses
 - Nurse managers



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