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.

STRATEGY

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

COST

BENEFIT

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

IMPLEMENTATION

- QUALITY RESOURCE NURSE
  - Devoted 2 half shifts weekly
  - Performed quality audits
  - Engaged staff in bedside clinical education
QUALITY RESOURCE NURSE ROLE

Frontline Educator
Mentor/Coach
Quality Auditor
Database Recorder
Shared Governance

GOALS

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

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%
EVALUATION

Unexpected Findings:
Drift Happens Quickly

Unexpected Outcomes:
Succession Planning

IMPLICATIONS

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

REFERENCES

REFERENCES (cont.)


