Educating Direct Care Nurses in Using Quality Indicators to Implement Bedside Practice Improvements

One Magnet Hospital’s Innovative Approach

Patient Care Services
Quality Council
Lehigh Valley Hospital and Health Network
Magnet Designation

Mature Professional Practice Model

- Implemented in 1985
- In 2004, conceptual framework redesigned based on the Forces of Magnetism
- At that time, a Nursing Quality Council was formed
Quality Council Evolution

- **Purpose and authority**
- **Membership composition**
- **Functions**
  - Dissemination of quality data
  - Staff education regarding quality data analysis
  - Utilization of data to improve bedside practice
  - Collaboration with Peer Review Committee to resolve quality issues
  - Sharing of best practices using a “Spirit of Appreciative Inquiry” model
Nursing Quality Newsletter

- Publication of the Quality Council
- Each quarterly issue focuses on one quality indicator
- Disseminates outcome data, educates staff, and communicates best practices related to nursing quality indicators
- Creative educational methods address diverse learning needs of healthcare providers

Newsletter Features

- Case Study
- What the Experts are Saying
- Outcome Data Report
- Sharing Best Practice
- Educational Game or Puzzle
- Updates
A peer reviewed clinical case scenario is presented

Opportunities for improvement are highlighted

Learnings and recommendations for changes in practice, process, procedure, policy, or equipment are shared

Presenter: Director of Patient Care Services

Case: 71 year old man admitted for bilateral knee replacement

Risk factors identified

ET consultation process reviewed

Customized plan of care and appropriate interventions outlined

Effective HAND OFF communication regarding skin care plan discussed

Potential complications and consequences of such complications explored
Nursing Quality News:
What are the Experts Saying?

- Review of internal and external expert opinion
- Review of current literature and evidence-based findings
- Review of product/equipment recommendations for using and troubleshooting
- Provides staff with evidence-based quality improvement recommendations

Volume 1, Issue 3 – Pressure Ulcers
“Pressure Ulcer Management Using Negative Pressure Wound Therapy (VAC)”

- Presenter: physical therapist who is also a certified wound specialist
- Description of therapy
- Indications
- Contraindications
- Appropriate use
- Desired effects
- Network policy and protocols related to therapy and care of patient
- Tips for troubleshooting equipment
Volume 1, Issue 3 – Pressure Ulcers

“Using a Med Pass Nutritional Supplement to Aid in Wound Healing”

- Presenter: licensed dietician/nutritionist who is also a certified diabetic educator
- Description of nutritional supplement products available within the network
- Benefits and limitations of each supplement
- Results of internal studies of product effectiveness in promoting wound healing

Nursing Quality News: How is LVHHN Doing?

- Dissemination of quality data specific to focus indicator
- Graphic display of quality data for an 18-month period, with trend line displayed
- Report of organizational performance in comparison to the NDNQI benchmark
Volume 1, Issue 1 – Patient Falls
“How is LVHHN Doing?”

- Presenter: Patient Care Services Quality Manager and Quality Analyst

Nursing Quality News:
Sharing of Best Practice

- Based on *Spirit of Appreciative Inquiry*

- A best performer shares obstacles, strategies for improvement and successes
Volume 1, Issue 1 – Falls
“Sharing Successes”

- Highlights the Transitional Skilled Unit (TSU) and their strategies for successfully reducing fall rate

- Components of the TSU Initiative
  - Literature review findings
  - Unit-based research findings
  - Fall Prevention Standard of Care and interventions
  - Outcomes and measures of success

Nursing Quality News:
Puzzle

- Gaming technique familiarizes readers with terms and definitions associated with the selected focus indicator
Nursing Quality News

- Provides contact information and resources specific to nursing quality
- Connects staff with internal experts and best performers
- Disseminates quality data and benchmark comparisons
- Educates staff about nursing quality indicators relevant to bedside practice
- Informs staff about best practices and successful quality improvement initiatives
Questions

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