Seven Critical Steps to Sustained Quality Improvement (Poster)

Cheryl Barr BSN, RN, CPAN
Lehigh Valley Health Network, Cheryl.Barr@lvhn.org

Jodi Koch BSN, RN
Lehigh Valley Health Network, Jodi.Koch@lvhn.org

Follow this and additional works at: https://scholarlyworks.lvhn.org/patient-care-services-nursing

Part of the Nursing Commons

Published In/Presented At
Cheryl Barr BSN, RN, CPAN and Jodi Koch, BSN, RN. Seven Critical Steps to Sustained Quality Improvement. ASPAN National Conference, Orlando, FL, April 2012.

This Poster is brought to you for free and open access by LVHN Scholarly Works. It has been accepted for inclusion in LVHN Scholarly Works by an authorized administrator. For more information, please contact LibraryServices@lvhn.org.
Background

- **Problem Statement:** A 23-bay Post Anesthesia Care Unit within a Magnet hospital was not meeting expected quality outcomes.
- **Objectives:** Implement strategies to improve and sustain three significant quality measures.
- **Goals:**
  - Improve compliance with established autotransfusion policy
  - Improve compliance with line reconciliation policy
  - Ensure completeness of critical nursing assessments

**Seven Critical Steps to Sustained Quality Improvement**

- **STEP 1:** Validate that the perioperative leadership and councilor structure fostered a culture of patient safety.
- **STEP 2:** Identify the “Chief Quality Officer” in the department
  - Nursing educator assumed bottom-line ownership for monitoring clinical practice and outcomes.
- **STEP 3:** Assuring consistent, accurate data collection.
- **STEP 4:** Engaging staff in describing the story that the data told.
  - What was really happening at the bedside?
- **STEP 5:** Providing hands-on teaching methods and realtime re-education
  - Rounding with a purpose
- **STEP 6:** Plan-Do-Check-Act Method
  - Re-evaluate effectiveness of strategies
- **STEP 7:** Celebrate successful practices!

**Results**

- **Data Collection**
- **Bar Graphs**
- **Line Graphs**

---

Cheryl Barr, BSN, RN, CPAN & Jodi Koch, BSN, RN, Postanesthesia Care Unit
Lehigh Valley Health Network, Allentown, Pennsylvania