Seven Critical Steps to Sustained Quality Improvement (Poster)

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Seven Critical Steps to Sustained Quality Improvement
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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

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

- Plan-Do-Check-Act Method
  - Re-evaluate effectiveness of strategies

Step 6

- Providing hands-on teaching methods and realtime re-education
  - Rounding with a purpose

Step 7

- Celebrate successful practices!

Results

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