



IN THE KNOW

Developing Top-Notch CNA's, One Inservice at a Time

A Professional Growth Module: Understanding Quality Improvement

WHAT'S ALL THE FUSS ABOUT?

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WHAT I KNOW!

Take a minute to jot down a few things you already know about quality improvement before reading this inservice.

You've probably heard the words "quality improvement". You may have even been asked to participate in a study or attend a meeting. But what's all this fuss about quality—especially when everyone's already working so hard?

Remember, the **quality of client care can be a life or death matter**. Because of this, everyone who works in healthcare has an ethical obligation to provide good quality care.

Here's an example of one hospital's quality improvement project:

A hospital in Virginia wanted to decrease the number of new pressure ulcers in its patients. A Quality Improvement (QI) Team was formed and the goal was set to decrease the number from 24 percent to 10 percent (4.5% is the national average).

The QI Team quickly realized that an educated staff, easier documentation and greater accountability were the keys to success.

Team members educated physicians about pressure ulcer prevention and trained staff in the use and function of the Braden Scale, specialty beds, and wound care supplies. A system was designed to teach all new staff members, patients and family members how to assist with turning and repositioning.

A specially trained staff member was designated as the "Pressure Ulcer Prevention (PUP) expert and rounded on all patients and served as a resource for the staff.

Once the new system was in place, the hospital met the goal of 10 percent . . . and exceeded it by reducing the number of new pressure ulcers to 3.4 percent!

The hospital identified a problem, devised a plan to improve the situation, implemented the plan, then evaluated the results.

Some pretty small changes made a huge improvement!

Keep reading to learn more about quality improvement, including ways to make QI a top priority in your daily work.

