Nursing 111
Quality Improvement

**Description:** This module introduces the concept of quality improvement. Emphasis is placed on factors associated with quality improvement such as benchmarking, reporting, sentinel events, and the process information cycle.

**Learning outcomes:**
Upon completion of this module the student will be able to:

1. Describe the role of the nurse in quality improvement.
2. Relate three examples of benchmarks and the ways they are associated with quality improvement.
3. Describe the process of a nursing report.
4. Discuss how nursing reports are associated with quality improvement.
5. List five examples of sentinel events and discuss how sentinel events are associated with quality improvement.

**Learning resources:**
Text: NC AND Textbook, Volume 1, chapter 2
Websites: To be inserted and updated each semester.
www.ahcpr.gov
http://www.jointcommission.org/SentinelEvents
http://web.ncqa.org/
http://www.unchcare.org/site/Nursing/sharedgov/qualitycouncil/index_html
Lab: Locate/create a quality improvement nursing audit tool
DVD: “Quality Improvement in Nursing,” “Preventing medication errors: the 6 rights”
Guest speaker: Health Information Systems Director, Unit Manager

**Learning activities:**
1. Conduct a literature search for sentinel events using CINAHL.
3. Conduct a nursing chart audit of selected client.
4. Review the “sentinel event policy and procedures” listed at [www.jointcommission.org](http://www.jointcommission.org)
5. Lab: Role play giving and receiving nursing report.
6. Clinical setting: Based upon literature review, identify client situations at risk for the development of sentinel event. List the nursing interventions which minimize risk.
7. Complete an incident/occurrence report. Discuss the purpose of incident/occurrence reports.
8. Locate benchmarks for selected clinical setting.

**Evaluation:**
Unit exams
Lab competencies
Clinical Performance Evaluation
Report of CINAHL search