The Nurse’s Role in Ensuring QI

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Defining Quality Improvement

• Quality improvement (QI) is the combined and unceasing efforts of everyone - healthcare professionals, patients and their families, researchers, commissioners, providers and educators - to make the changes that will lead to:

  o Better patient outcomes
  o Better experience of care
  o Continued development and supporting of staff in delivering quality care

- Framework for Improving Quality in our Health Service, HSE QID (2016)
6 Drivers of Quality Improvement

1. Leadership for Quality
2. Person and Family Engagement
3. Staff Engagement
4. Use of Improvement Methods
5. Measurement for Quality
6. Governance for Quality
The Nurses Role

• Quality Improvement is an interconnected process which involves the entire unit

• Nurses are heavily involved in all 6 drivers of the drivers of Quality Improvement
  o As nurses are integral to patient care, nurses also are pivotal in hospital efforts to improve quality

• Endoscopy QI Programme also relies heavily on nurse input:
  o Input of KQIs; Comfort Score and Bowel Preparation in particular
  o Local Operational Managers; Management of the units NQAIS-Endoscopy account
Ensuring QI

• **Leadership for Quality**
  o Identifying leadership support for quality, promoting staff engagement and ensuring that there is an ability to manage change, provides the context for an effective QI programme to develop overtime.

• **Measurement for Quality**
  o According to the QI Guidelines, nurses should be involved in the measurement of some KQIs

• **Use of Improvement Methods**
  o NQAIS data can be used in QI projects
NQAIS & JAG Accreditation

- JAG accreditation
  - JAG Global Rating Scale now contains the following requirement regarding NQAIS-Endoscopy:

Measure:

The ERS has been configured to record data required by the National Quality Assurance Improvement System (NQAIS) and to be able to upload data into NQAIS.

Guidance

The ERS upload to NQAIS central database will facilitate quality assurance and benchmarking at a national level. Individual users and services will be able to access their own performance data.
Questions

• Do you feel you have the opportunity to influence QI activities?
  o Does this change depending on the size of the hospital?

• What could be done to further facilitate the nurses ability to affect Quality Improvement?

• Do the nurses in your unit contribute to the measurement of KQIs? (E.g. Comfort Scores)
Thank you