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### A New Role In Nursing: Unit Based Manager, Patient Safety and Quality

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# A New Role In Nursing: Unit Based Manager, Patient Safety and Quality



## Description of Presentation

In order to improve the culture of safety and ensure quality outcomes, a new role was developed in our nursing units. The Unit Based Manager of Patient Safety and Quality promotes safe care for our patients while always keeping patient safety as a focus of all unit operations and clinical operations.

## Learning Objectives

1. Improve teamwork using simulation to teach crisis resource management.
2. Improve communication using simulations and crisis resource management techniques.
3. Build a culture of safety and quality care in the unit.

## Purpose for the program

To introduce the role of Manager, Patient Safety and Quality to the community.

## Proposed change

- Implement the role of Manager, Patient Safety and Quality
- Form a team of Clinical Educators and Patient Outcome Facilitators (POF) for each specialty area that collaborates to improve processes and achieve best outcomes.
- The team will work together to educate staff on new and ongoing measures that impact patient outcomes and safety.
- Implement these teams in various specialty areas; Pediatrics, OB/Women's Services, and Critical Care.

## Implementation, outcomes and evaluation

- The Safety and Performance Improvement team will work in synergy to collect, measure and improve safety and quality indicators. They will continuously monitor for opportunities for improvement.
- This unique team structure provides consistent access to individuals that are focusing on clinical improvements and can support the health care team directly at the individual unit level.

## Unit Based Nurse Manager, Patient Safety and Quality

- Collaborates with the healthcare team, leadership and key stakeholders to improve patient care.
- Advocates for patients and families.
- Performs ongoing review and updating of the unit's practices and policies.
- Implements specific interventions to improve the department's culture of safety.
- Reviews medical records with follow up education regarding areas for improvement.
- Assists with clinical drills and simulations.
- Attends departmental and hospital meetings which focus on performance improvement, safety and quality.
- Is proficient in chart runner and other data bases that are used for PI and national benchmarking.
- Ensures unit compliance with regulatory agencies.

## Implications for nursing practice

Improvement of patient safety and quality outcomes through continual process evaluation, evidenced based improvements, and measurement of outcomes.

## References

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