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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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