

NR 544 Week 1 Discussion: Applying Quality Improvement to Nursing Practice

Describe one patient care scenario where a safety or quality issue is apparent. This can be something you have experienced in your current practice or one you develop for this discussion. Explain the details surrounding the scenario and the impact of the problem.

Select either the DMAIC or PDSA model, and describe how the model could be applied to address the specific issue in your case scenario. Explain how this process would improve patient-related and organizational outcomes.

Answer:

You've just finished the 'million dollar' work-up on a 24-year female with abdominal pain. The investigation included labs, urine and CT abdomen. She received 1 liter of NSS and IM Bentyl. All tests are unremarkable and there is minimal relief from treatment. Upon interview, the patient relates that she has not contacted her primary physician regarding her problem prior to arrival. The diagnosis in the emergency department (ED) is intestinal virus and discharge is ordered. She is not happy with her care, feeling that since we did not 'cure her' we did a poor job. Later, a survey is returned with poor marks regarding our performance.