

Children's Mercy Kansas City

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## Improving Bedside Nurse Engagement in Quality Improvement (QI) Projects

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# Improving Bedside Nurse Engagement in Quality Improvement (QI) Projects

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## Children's Mercy Kansas City

### Background and Aim



#### Background:

- Children's Mercy Kansas City Level IV NICU is an 84-bed unit with multiple simultaneous QI projects
- 1000+ admissions a year
- 300+ nurses, with a small portion involved in QI projects
- ADVANCE (clinical ladder program) recently included QI expectations for all levels
- Staff concerns about committee participation due to time constraints and other issues
- Needed to identify ways engage nursing outside of meetings

#### Project Aims:

- Improve nursing engagement in QI as evidenced by increasing nurse involvement to 40% of overall staff by December 2018, with a continual increase to >50% by June 2019
- Decrease the % of nurses who express "my opinion doesn't matter" as a reason they do not participate in QI by 30% by June 2019

### Methods and Results

#### Interventions:

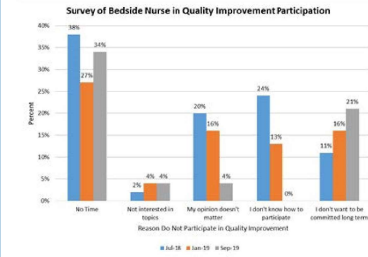
- Staff nurses surveyed regarding QI participation twice a year
- January 2018: Transitioned from continual committee structure to a workgroup structure with intended goal of project completion within 6-9 months
- April 2018: Transitioned QI audits from assigned to voluntary, utilizing online sign-up platform
- Increased number of quarterly audit opportunities
- Top NICU priorities tie in staff nurse audits
- 2018 Audits included: Central Line Maintenance Bundle Compliance, Safe Sleep, CLABSI K-Card, Pressure Injury K-Cards, and Patient Identification Bands.
- Quarterly evaluation of audits to determine additional opportunities
- 2019 Audits: added Hand Hygiene and Patient ID Band Audits

#### Results:

- Over 100 nurses per year sign up to conduct audits
- Over 40 nurses actively engaged monthly in QI projects
- 49% of bedside RNs participate in QI as of July 2019



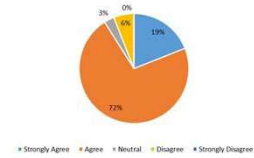
### Results and Conclusion



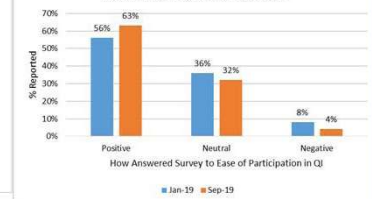
Staff reported decreased reasons for not participating in QI:

- "My opinion doesn't matter" – 20% to 4%
- "I don't know how to participate" – 24% to 0%

#### Frequent Enough Opportunities for Quality Improvement Audits



#### Ease in QI Project Participation



#### Conclusion:

- Staff engagement is a continual QI project
- 83% of staff surveyed feel informed about QI projects
- Auditing improves real time education to staff, and improved sustainability of projects
- Some nurses did not complete audits, requiring solicitation of additional auditors

#### Next Steps:

- Add quarterly Endotracheal Tube (ETT) Checklist positioning Audits
- Continue bi-annual surveys to evaluate staff QI participation
- Increase QI participation from other disciplines

LOVE WILL.

