

Nursing Quality Indicators

Student's Name

University

Date

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Understanding of Nursing Quality Indicators

The quality of nursing practices is an important aspect when it comes to improving hospital conditions and measuring patient outcomes. Nursing quality indicators provide features such as informed patient decision-making capabilities, quality of nursing care evaluations, assessments of objectives, and improvements of the clinical practices (Connolly et al., 2017). They are important to the healthcare system to protect the patients and promote their safety. The application of the nursing quality indicators should be highly considered to assist the nursing professionals in taking care of the patients. The use of nursing quality indicators influences the nursing care outcomes by showing the process and structure of nursing care. Application of nursing quality indicators provides clarification to the nurses on the complex phenomena enabling them to have a better understanding of the work process and on the extent of all objectives they are supposed to meet. Ensuring full patient satisfaction is one of the key responsibilities of the nurses which can be achieved by the use of nursing quality indicators. They also assist the nurse in understanding how to provide safe and high-quality care to the patient (Koch et al., 2020).

In the scenario where Mr. J is hospitalized, it was clear that there was no implementation of nursing quality indicators or any knowledge of how they work. The lack of application of nursing quality indicators in the given scenario led to a decrease in the health care service quality and safety that the patient should have received while being admitted at the hospital. If the nurses and the certified nursing assistant (CNA) had the indicators and were well aware of them, they would have been able to understand issues that had happened and interfered with the care that Mr. J received.

Application and understanding of nursing quality indicators would have assisted the CNA to take care of Mr. J and prevent the reddened and depressed area over Mr. J's lower spine. Considering that Mr. J was restrained, he should also have been checked on more regularly. It is believed that he will be released from such restraints regularly to complete range of motion exercises, that he will be encouraged to go to the restroom and aided to the restrooms regularly, and that he will be turned after every 2 hours in bed to avoid pressure sores from emerging. If there were a proper application of nursing quality indicators, the CNA should have understood that it was not proper to tell Mr. J's daughter that the sore was nothing she should worry about since it was the CNA responsibility to report to the nurse of any such finding of skin problems on the patient.

We also find that Mr. J was given the wrong diet other than the one ordered to him. The medical attendant did the proper thing by telling the nursing director however the nursing manager needed the medical attendant to "stay silent" and didn't advise the patient or the family about this error. Slip-ups do occur yet when they do it is your obligation to advise the patient and the patient's family. Since this was not appropriately tended to at the hour of the episode it has now caused an adverse result since now the little girl is vexed because she was not educated. The attendant additionally expressed, "A large portion of a pork cutlet never murdered anybody". This remark was discourteous and inappropriate by the medical attendant and was an affront to the patient's way of life.

The National Database of Nursing Quality Indicators (NDNQI) was created to help the American Nurses Association (ANA) gather, analyze, evaluate, and promote nursing practice (Connolly et al., 2017). Occurrence of restraints, pressure ulcers, UTIs, client satisfaction, and nurses' job satisfaction and resourcing are some instances of nursing-sensitive indicators.

Advancing Quality Patient Care

To evaluate how to improve patient care and areas within the health care system that need improvement, it is important to make use of information gathered from nursing quality indicators (Bagwell et al., 2017). If the patients are regularly suffering from a problem such as pressure ulcers, then the system needs to ensure that the nursing assistants are well informed on how to prevent such a situation from occurring. The healthcare system can make use of evidence-based practices to improve the quality of patient care. All nurses should be educated on the importance of administering proper nutrition to the patient and to keep on checking on the patients regularly. The CNA should be well informed also on the importance of taking notice of any skin changes that occur while they assist the patients. In the context of a hospital, the prevention of pressure ulcers is critical as in case a patient develops them while in the hospital, the hospital will take full responsibility for treating the patient of the ulcers.

Also, to improve the outcome of patient care, the hospital can analyze data on the use of constraints. During Mr. J's admission, the treatment he received was deplorable. And this is just one of the cases we've been provided. We would have had no idea how each patient is treated at this hospital if there were no measurable means to assess patient care. UTIs, pressure sores, infections, patient falls, restraining, and hospital stays can all be reduced by teaching employees on nursing quality indicators. The ability to “measure” health outcomes also offers an opportunity to enhance care delivery (Bagwell et al., 2017).

Resolution of Ethical Issues

In the scenario of Mr. J's hospitalization, an ethical issue noted is on the medals he received. As a nursing supervisor, I would assign several resources to ensure that the issue is well handled and solved. Instead of the nursing supervisor telling the nurse to “keep quiet”, he should have notified the daughter of Mr. J about the situation then handle the mixture of the trays with the manager. The physician clearly says how he has noted that he had several complaints on the same situation affecting Jewish patients which demand system-wide education which includes every employee. Also, I would ensure that the situation is analyzed to identify how exactly Mr. J received the wrong meal. Whether it was a technical or staff member issue.

References

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