

Nursing Quality and Performance Improvement Plan (NQPIP) Summary

The (NQPIP) supports the Nursing Strategic Plan and establishes the framework that supports the provision of highly personalized quality care to our patients and families through the efforts of Vanderbilt nurses' unique capabilities and the contributions of the entire care delivery team.

Based on the Institute of Medicine's six dimensions of healthcare:

- **Safe:** avoiding injuries to patients from the care that is intended to help them
- **Effective:** providing services based on scientific evidence to those who could benefit and refrain from treating those who will not benefit – avoiding underuse and overuse
- **Patient- Centered:** providing care that is respectful of and responsive to patient preferences, needs and values – patient values guide all clinical decisions
- **Timely:** reducing wait times and potentially harmful delays for both givers and receivers of care
- **Efficient:** avoiding waste, such as equipment, supplies and human resources
- **Equitable:** providing care that does not vary in quality due to age, gender, ethnicity, geographic location and socioeconomic status

Goals:

1. Nurses at all levels of nursing serve as leaders in quality efforts.
2. Care to be designed to optimize nurses' professional expertise and knowledge
3. Nurses work with all members of the healthcare team to ensure safe and reliable care.
4. Systems support a culture of safety and encourage, support teamwork in all areas of nursing.
5. Our structures and processes ensure patient-centered care.
6. Our learning systems ensure nurses have access to quality outcomes and support innovative care delivery.

Model for Improvement:

- Guided by 3 fundamental questions:
 1. What are we trying to accomplish?
 2. How will we know that a change is an improvement?
 3. What changes can we make that will result in improvement?
- We test our work by the Plan-Do-Study-Act (PDSA) cycle is used to test and implement changes in our care delivery.
- Include the right people on the right process improvement teams at the right times.

Nursing Quality Performance and Improvement Accountability

- **Medical Center Medical Board and the Medical Center Quality & Patient Safety Council (has nursing membership)** Have final oversight for overall quality of care and patient safety and are accountability and final direction for all quality management and safety related activities.
- **Executive Chief Nursing Officer (ECNO) and Nursing Executive Board (NEB)** – Responsible for oversight of all nursing care throughout the Medical Center and programs that support nursing to learn and create infrastructure for the best possible patient outcomes. Holds accountability for quality nursing care and patient outcomes by setting strategic direction within nursing.
- **Nursing Quality Performance & Improvement Committee** - Responsible for the active oversight of the nursing quality and performance improvement plan and works with the ECNO and NEB to ensure quality patient outcomes
- **Nursing Leadership (Adm. & Assist. Adm. Dir., Dir., Managers)** - Responsible for the provision of quality nursing care at the point of delivery and support the staff to provide such
- **Area based Boards and Councils** – Responsible for monitoring quality and PI activities based on their specialty practices and patient populations.
- **Nursing Staff** – Within their scopes of practice (according to the Board of Nursing); each person is responsible for his/her delivery of safe and effective patient care and are responsible for actively participating in quality, safety and PI activities.
- **Patients/Families** – Play a critical role in ensuring patient safety and often serve as the final checkpoint to avoid errors or adverse outcomes. Serve as partners to the healthcare team in the delivery of safe care. Appropriate education is to be provided to patients and families to ensure they can be active partners in their healthcare.

