Nursing Quality Management
In China—A brief Introduction

Nursing school of Kunming Medical University

Professor Tang Ping-fen
Content

• Brief Introduction
• Quality management structure
• Nurse staffing arrangement
• Nursing quality management
• Hospital Grade Accreditation
Brief Introduction
The standard of Nursing quality management of 2011-2015

• The 13th—(Five-Year) plan for the development of nursing quality management
• The announcement of developing quality nursing service (2015 edited)
• The accreditation standards of assessment of Tertiary hospitals （2013 edited）
Hospital grading management

- First level hospital
- Second level hospital
- Third level hospital

Community hospital
Country hospital
Tertiary hospital
Nursing model

Satisfaction of patient holistic nursing humanization caring

Management methods

Satisfaction of nurse staff (position management, personal arrangement, performance assessment)

High quality nursing
The structure of nursing division

3-level nursing control

The vice-dean in charge of nursing

Vice director on teaching

Director of nursing division

Vice director on quality

Head nursing of each ward

Head nursing of medical department

Head nursing of surgery department

Head nursing of pediatrics department

Head nursing of general department
The system of Nursing quality management

Head nurse of department

Head nurse of ward

Charge nurse of a group

Department

ward

function group

Quality management board

occupational safety and legal rights

specific nursing

nursing training and research

quality management and promotion
# 3-level control of nursing management

<table>
<thead>
<tr>
<th>Organization</th>
<th>number</th>
<th>duty</th>
<th>function</th>
<th>affect</th>
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</thead>
</table>
| **Quality management board**        | The vice-dean in charge of nursing, the director of nursing division | -standards  
- Evaluation  
- Improvement | -Process control  
- aims | Guideline |
| **quality control group**           | Head nurse                                  | promotion practice training         | Links control     | control |
| **Self-control of nurse**           | staff                                       | Execute learning                   | performance       | learning |
Nurse Staffing Development
Hierarchical management of staff

Director of nursing division

- Head nurse of department
- Head nurse of ward

specialty nurse

- Senior duty nurse
- Charge nurse of a group
- Junior duty nurse

Nurse assistant
Nurse staffing and position arrangement

**Based on the work requirement**

Workload, technological requirement, Professional requirement, Work risk

**Reference factor**

the ratio of bed-nurse, the ratio of nurse-patient, the ration of doctor-nurse, workload, work time
The ratio of bed-nurse

The ratio of bed-nurse:

- In wards: 1: 0.4
- In ICU: 1: 2.5
- In OR: 1: 3

The ratio of bed-nurse: every nurse in charge of no more than 8 patients
Nurse staffing and position arrangement

Hierarchical scheme

- Positional title
- Ability
- Education background
- Experience
- N1-N4
Post management mode of nurse

- Trainee N0
- Junior nurse N1
- Senior nurse N2
- Nursing specialist N3
- Professor N4

Advance process of nurse staff
Position management of nursing staff

- Promotion
- Setting position
- Training
- Evaluation
- Bed-nurse ratio
Subdivision of N1-N4 working content

N1: relieved patients (level three care)
N2: pervious patients (level two care)
N3: severe patients (level one care)
N4: critical patients (critical care)
<table>
<thead>
<tr>
<th>position</th>
<th>Nurse’s level</th>
<th>requirement</th>
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</thead>
<tbody>
<tr>
<td></td>
<td></td>
<td>1、working experience 14 years</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2、Diploma nursing education background or more high</td>
</tr>
<tr>
<td></td>
<td></td>
<td>3、3 years experience as a charge nurse /8 years as a registered nurse</td>
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<tr>
<td></td>
<td></td>
<td>4、4 years experience as a team director</td>
</tr>
<tr>
<td></td>
<td></td>
<td>5、the capacity of research of teaching</td>
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</tbody>
</table>

<table>
<thead>
<tr>
<th>position</th>
<th>Nurse’s level</th>
<th>responsibility</th>
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<tbody>
<tr>
<td></td>
<td></td>
<td>1、to ensure patient’s safety and care quality</td>
</tr>
<tr>
<td></td>
<td></td>
<td>2、to conduct subordinate nurses</td>
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<tr>
<td></td>
<td></td>
<td>3、teaching</td>
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<tr>
<td></td>
<td></td>
<td>4、research</td>
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<thead>
<tr>
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<th>Nurse’s level</th>
<th>Content of working</th>
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<tr>
<td></td>
<td></td>
<td>1、holistic nursing</td>
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<tr>
<td></td>
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<td>2、health education</td>
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<tr>
<td></td>
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<td>3、to conduct subordinate nurses</td>
</tr>
<tr>
<td></td>
<td></td>
<td>4、teaching the trainee</td>
</tr>
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</table>
Index of nursing evaluation

• Number of patients, quality, job character, risk level
• Satisfaction, performance
Career development of clinic nurse

Nursing experts and professors

Nurse specialist

Junior nurse

training

Basic care

Usual disease

Severe care

Stubborn disease

core

Main layer

basic
The mold of nursing classification

Responsibility system

To do the regular treatment

Team corporation

Care of difficult cases, by team

Responsibility system of high level nurse

New treatment, & complicated surgery
Wards graded in order of difficulty

**Level one**
Massive workload, high technology, high risk

**Level two**
Medium workload, medium technology, medium risk

**Level three**
Low workload, low technology, low risk
Nursing Quality Management
Key principles of nursing

- Classification of nursing
- Check
- Change shifts
- First aid
- Report of nursing fault
- Management of nursing safety
- Report of nursing accident
- Consultation of nurse
- The acceptance of new technology
- Nurse document
The standards of evaluation

- The percent of safety
- The percent of ward neat
- The percent of drug errors
- The percent of occupational turnover
- The percent of training satisfaction
- The percent of patient’s satisfaction
- The percent of goods management
- The percent of rescue equipments
- The qualification rate of basic nursing
- The incidence of adverse events
- The percent of classification
- The percent of disinfect
The methods of Nursing
Quality management

Night rounds of head nurses
Regular quality inspection
Daily supervisee of word
• Admitted to hospital evaluation and disposal
• Different departments transfer and handover
• Orders and records
• Specialized nursing guidelines and standards
• Special specialty drugs
• The emergency equipment management and use
Importance

weakness: high frequency errors
Key word: safety and complaint
Sub-key: rescue, observation professional skill, disinfection

Severe patient

time, depart, group, ratio
Hospital accreditation

Quality safety service management performance
## The check lists

<table>
<thead>
<tr>
<th>A</th>
<th>B</th>
<th>C</th>
<th>D</th>
</tr>
</thead>
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<tr>
<td>Excellent</td>
<td>Good</td>
<td>Pass</td>
<td>Fail</td>
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<tr>
<td>Improved</td>
<td>Supervised result</td>
<td>system executed</td>
<td>Not executed</td>
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<tr>
<td>good result</td>
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| PDCA | PDC | PD | P  |

In PDCA cycle, divided into three layers, in the form of “C”、“B”、“A”.

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<tr>
<td>PDCA</td>
<td>PDC</td>
<td>PD</td>
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## Items related to nursing in hospital standards

<table>
<thead>
<tr>
<th>chapter</th>
<th>Basic standards</th>
<th>Core standards</th>
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<tr>
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<tr>
<td>1 public welfare of hospital</td>
<td>33</td>
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<tr>
<td>2 hospital service</td>
<td>38</td>
<td>5</td>
</tr>
<tr>
<td>3 patient’s safety</td>
<td>26</td>
<td>13</td>
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<tr>
<td>4 medical quality management and instant improvement</td>
<td>379</td>
<td>46</td>
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<td>5 nursing quality management and instant improvement</td>
<td>53</td>
<td>53</td>
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<tr>
<td>6 hospital management</td>
<td>107</td>
<td>7</td>
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<tr>
<td><strong>Totally</strong></td>
<td><strong>636</strong></td>
<td><strong>128</strong></td>
</tr>
</tbody>
</table>
Nursing quality management and instant improvement

Content

5.3.2 Nursing regulation, nursing rule, the principal clinic service.

5.3.2.1 Quality service (★)

Standards

【C】1. 100% of nurse are informed nursing plan
【B】1. meet the item
2. Improvement following the rule.
3. Evaluation and inspiration
4. The ratio of ESB ward ≥50%
【A】
1. Service improved obviously
2. Satisfaction of patients and nurse raised
Nursing quality management and instant improvement

Content

5.3.3 Nurse Provides continuous, basic care and professional technical services for the patient (★)

5.3.3.1 Implementation of "patient centered" holistic nursing care. (★)

Standards

【C】1. Mold of "patient centered" or holistic nursing care.
2. Making a plan according to the needs of patients.

【B】1. A making a plan according to the patient's personal care needs.
2. Periodic inspection, improvement measures in every division.
3. regularly check the rectification.

【A】Tracking and performance evaluation.
Nursing quality management and instant improvement

Content

5.3.4 basic upon nursing routine for critical patients, Observe the patient's vital signs and condition changes, ensure the patient safety, take records.

5.3.4.1 Nursing staff have knowledge and skills of critical care patients.

Standards

- 【C】1. Critical care routine and rescue skills, equipment, patient's assessment, emergency case handling ability.
- 2. Training and examination.

- 【B】
- 1 Staff training and evaluation.

- 【A】Continuously improve critical care.
5.3.4.2  General practice for critical care patients, Work procedure and contingency plan, Risk assessment and safety precautions for the critical patients.

Content

Standards

【C】1. Risk assessment for the critical patients
   2. Risk assessment and measures for the critical patients.
   3. Nurses understand the systems and processes.
【B】1. Risk assessment and safety analysis.
   3. Evaluation and feedback of the risk with patients.
【A】Improve the critical care by quality indicators.
Nursing quality management and instant improvement

Content

5.3.5 Preoperative and postoperative nursing care according to doctor’s order.

5.3.5.1 effective implementation of Preoperative care routine and management process.

Standards

【C】1. Preoperative care routine, evaluation system and management process.
2. education to the patient and family about the treatment.

【B】
1. Preoperative and postoperative interpretation and educational records
2. Preoperative nursing evaluation and improvement.

【A】Implementation of preoperative care, assess the effect.
5.3.6 Standardized treatment following the doctor’s order.

5.3.6.1 Check policy, Standardized treatment, observation of medication reflection.

**Content**

**Standards**

【C】
1. Doctor's order checking and processing.
2. check policy taking records correctly.
3. To observe, understand the treatment and medication.
4. Nurses know the relevant systems and processes.

【B】 Regular inspection, evaluation, analysis the problems, timely feedback, and put forward suggestions for improvement by competent.

【A】 Analysis, improvement measures, and complete records.
5.3.7 According to the doctor's order and standard of blood transfusion.

5.3.7.1 According to the doctor's order and standard of blood transfusion.

Nursing quality management and instant improvement

Content

Standards

【C】
1. Follow the standard of the blood transfusion system.
2. According to the operation standard and process.
3. Treatment plan, report, treatment system and flow of blood transfusion reaction.

【B】Quality control and monitoring for blood transfusion management.

【A】Quality of transfusion management with continuous improvement.
Content

5.3.8 Equipment are effective using.

5.3.8.1 Instruments and equipment and save items using system and process.

Standards

【C】
1. System and process.
2. Nursing staff know use system and operation procedures.

【B】1. Skilled use of infusion pump, injection pump, the monitor, defibrillation apparatus, electrocardiogram machine, attractor and others.
2. Accidents are proposed.

【A】
1. Nursing operation accidents are proposed.
2. The processing of unexpected meets the requirements.
Content

5.3.9
Psychological nursing & health education, discharge guidance.

5.3.9.1
Health education, and discharge guidance.

Standards

2. Staff know the main content.
3. A variety of way to transfer knowledge to patients.

【B】
1. Provide update information.
2. Health education with individual way.
3. Data analysis and evaluation feedback.

【A】Continuous improvement is effective.
Nursing quality management and instant improvement

**Content**

- **5.3.10** Clinical pathway with quality control system and process.

**Standards**

- **5.3.11** Perform nursing medical record writing standard and quality evaluation.
  - **5.3.11.1** Nursing records checks recorded on a regular basis.

  - **C** 1. Nursing documents writing standards and quality assessment standards.
  - 2. Documents meets the requirements.
  - 3. Staff master medical record writing standard

  - **B** The department in charge of the inspection records on time.
  - **A** Track evaluation and continuous improvement is effective.
5.3.12 Build system of nursing ward rounds, consultation, case discussion.

5.3.12.1 The ward round, difficult-and-rare-case consultation on a regular basis.

C 1. A ward round system, case discussion standard.
   2. Complicated system of nursing care problem consultation work.

B 1. Solve the problem.
   2. The nurse consultation qualification meets the requirements.

A Nursing continuous improvement effect is obvious.
Patient safety goals

1. Strictly implement the system of check on the accuracy of patient identification
2. To improve drug safety
3. Effective communication between the medical staff, correctly executed the doctor's advice
4. Clinical laboratory "critical values" reporting system
5. To prevent error surgery patients, surgical site and operation
6. Hospital infection control in conformity with the requirements
7. To prevent and reduce patients fall events
8. To prevent and reduce pressure ulcers
9. Take the initiative to report medical safety (adverse events)
10. Patients participate in the medical safety