SAT Task 1

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1. Discuss how the application of nursing-quality indicators could assist the nurses in this case in identifying issues that may interfere with patient care.

Ans. The case explained in the scenario is about Mr J who is 72 years old retired person and is diagnosed with mild dementia. The sensitive indicators of nursing includes hospital-acquired pressure ulcers, restrained use and satisfaction level of the family with overall health care facilities and nursing. These indicators encompass the care given to the patients and how it is given, procedures, policies, staffing, experience and education. These indicators also help to measure the overall satisfaction level of patients. It can lead to adverse outcomes when these indicators are not identified and understood properly. Unescessary use of restrains and development of pressure ulcer are formed due to the lack of understanding these indicators. Analyzing the justification of the patients can be observed from the situation when the patient did not receive the kosher meal and his daughter filed a complained with a physician.

There was a risk factor involved was the use of restrains when the patient developed ulcers. The causes were staff immobility in the hospital. The nurse did not have a clear understanding of the pressure ulcers when the patient was lying flat on his back. There was clearly a lack of knowledge when the nurse was repositioning him in bed and assessing his skin. If she had proper knowledge of the case then such an event would have been handled before. (Rokstad, et al, 2015)

The bed alarm or sitter could have been used instead of restraints Or allowing him to move independently in bed which would have controlled the development of pressure ulcers. But the facility did not consider other other option and used restraints as an alternative. The daughter of the patient wasn’t satisfied with the services provided by the hospital because restraints have caused more injury. Corrective actions should be taken by the hospital management in this case to solve the problem. The hospital or health care industry should maintain the knowledge level of the staff to prevent such cases.

1. Analyze how hospital data of specific nursing-quality indicators (such as the incidence of pressure ulcers and prevalence of restraints) could advance quality patient care throughout the hospital.

 Ans. These hospitals measure certain problem patients face such as pressure ulcers or falls and nurses play the primary role in addressing these issues. The national database of quality indicators is the database of nursing on the national level that provides annual and quarterly reports of outcomes, process and structure (Montalvo, 2007). This data helps to improve the quality of care in the health care industry. These reports are used to evaluate the nursing unit of the health care industry. If there is an increased number of occurrences then the hospital management should make interventions to reduce the number. When the intervention is made by the management of the hospital then it would make them able to know the outcome of interventions by analysing the collected data. When interventions to reduce the occurrence of pressure or falls it would make new policies for the hospital which would improve the quality of health care services.

Another sensitive indicator of nursing is to analyse the satisfaction level of the patients. As Mr Family was not satisfied from the services of the hospitals. The patient was served with a kosher meal instead of cutlet. His family wasn't even aware of the occurrence but when the nurse was questioned by his daughter and she realized that they aren’t sensitive enough to take proper care of his father. The hospital in that scenario has already experienced several complaints and was noticed by the administrator and the physician. These occurrences needed intervention because it would have lost the member patients from the Jewish community. The nurse, in this case, should offer a heart-life apology to the patient family to keep their trust and that of the patient. They should provide an assurance to the families about preventing these issues from reoccurring. If there is an electronic way of record keeping of application it would make them able to understand the needs of the patient and complete the process correctly without any errors.

1. Analyze the specific system resources, referrals, or colleagues that you, as the nursing shift supervisor, could use to resolve an ethical issue in this scenario.

Ans. In the health care industry, the nurses can serve the leading position by learning the skills of leading, managing and following. From the patient care to the development of policy requires the more active involvement of those nurses. Nurses should learn the skills of emotional intelligence as well to deliver high-quality health care services to the patients. Leading and managing require proper education and understanding of the health care system which should also be the priority for the policymaker. (Pozgar, 2019). In the scenario, there was the ethical issue which needs to be addressed by the supervisors from the nursing section of the night shift. The first case occurs when pressure ulcers were developed and the certified Nursing assistant failed to appropriately address that. A team should have been made to conduct an educational program to the staff for handling the problem of pressure ulcers. And the physician who ordered the restraints should have been contacted for appropriate use in necessary conditions. The wound care team can collect the data of subsequent development of pressure ulcers and use of restraints. The staff made the mistake of serving the wrong diet food to a patient in the scenario, As the diet included a kosher meal and the patient had a serving of Pork meal. In that case, the physician would have been contacted for more information about complaints. To handle the situation well the nursing staff could have contacted the administrator of the hospital instead of contacting a kitchen supervisor.

The daughter of the patient was not informed about the dietary mistake made by the worker I the dietary section. And she was inadvertently informed by one of the worker in the dietary section in the next day. The valuable resources in the hospital are the ethical team which can be consulted in this scenario to educate the staff and teach them how to address these problems.

**References**

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