



**From Good to Great:**  
**Empowering Bedside Staff to Lead the Way in Quality Improvement**  
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During the 2019 Annual Convention

**Summary:** This is a discussion about one hospital utilizing bedside nursing staff as quality improvement coaches to implement and sustain change with the goal of preventing harm. We shared our imperfect journey and learnings with the hope of encouraging bedside nurses and leaders to actively engage in process improvement. We shared how we effectively sought out innovative change, celebrated success, and learned from failure.

**Nursing Implications:**

- Engaging bedside staff in quality improvement projects improves efficacy and sustainability of quality improvement interventions.
- All harm events should be reviewed by leadership and bedside staff; learning should be discussed and shared with the intent of preventing future harms.

**Key Takeaways:**

- Bedside staff have the answers to the questions leaders should be asking about quality metrics.
- It's OK to say, "I just don't get it" and ask for more information and help.
- Learning from harm events should guide future quality improvement projects.

**Link:** <https://library.amsn.org/amsn/sessions/5148/view>

**References:**

Agency of Healthcare Research and Quality (2018). *Understand Quality Measurement*. Retrieved from: <https://www.ahrq.gov/professionals/quality-patient-safety/quality-resources/tools/chtolbx/understand/index.html>

Centers of Medicare and Medicaid (2016). *2016 CMS Quality and Strategy*. Retrieved from: <https://www.cms.gov/Medicare/Quality-Initiatives-Patient-Assessment-Instruments/QualityInitiativesGenInfo/Downloads/CMS-Quality-Strategy.pdf>

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