



ENHANCING NURSING SERVICE QUALITY THROUGH EXCELLENCE IN HEALTHCARE WORKER WELL-BEING

A Continuing Quality Improvement Initiative at Quirino Memorial Medical Center



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INTRODUCTION

The nursing profession is vital to the healthcare system, providing essential care that delivers physical, psychological, social, and economic benefits to patients. QMMC's Nursing Service faced challenges in delivering high-quality care and maintaining workplace satisfaction, prompting the implementation of an innovative Continuing Quality Improvement (CQI) program emphasizing the relationship between staff well-being and service quality.

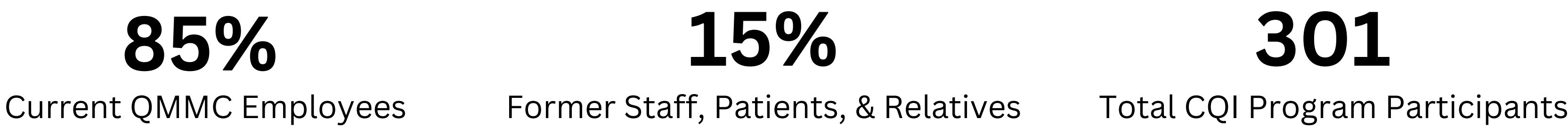
OBJECTIVES

- 1. Examine Stakeholder Insights**
Investigate experiences regarding practices for delivering high-quality nursing care.
- 2. Promote CQI Culture**
Empower nurses to proactively identify and resolve issues.
- 3. Develop Interventions**
Create evidence-based solutions for improved patient outcomes and workplace satisfaction.
- 4. Foster Supportive Environment**
Prioritize healthcare worker well-being in the workplace.

METHODOLOGY

A mixed cross-sectional approach investigated experiences of 116 respondents (58% response rate) regarding factors affecting QMMC's nursing healthcare delivery.

Participant Composition:



CQI Intervention Components: Nursing visioning activities, role playing, 3D Model Mapping, Directional Framework Analysis, with monitoring through customer satisfaction forms, ICARs, and attrition rates.

RESULTS

Respondents identified the following as core elements of good nursing service:



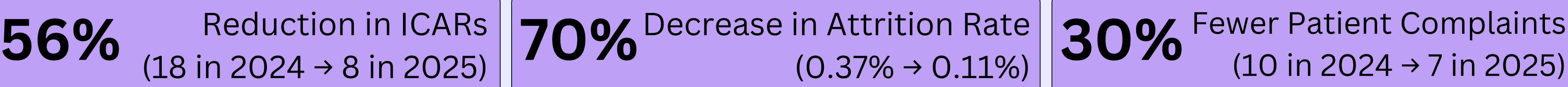
Program Impact

- Increased staff engagement in problem-solving
- Collective commitment to quality enhancement
- Identified leadership and team dynamic challenges
- Improved management-staff communication
- More open and supportive environment

Staff Well-Being Improvements

- Enhanced commitment to patient-centered care
- Strengthened compassion and empathy
- Improved professionalism and dedication
- Better communication and listening skills
- Increased motivation and job satisfaction

MEASURABLE OUTCOMES



CONCLUSION

High-quality nursing care requires a patient-centered, compassionate, and professional culture that flourishes in a positive work environment. The CQI initiative at QMMC successfully identified and addressed systemic issues affecting both staff well-being and patient care.

Key Takeaway: Promoting a supportive and collaborative work environment for healthcare workers leads to better patient outcomes. The significant reduction in ICARs, improved attrition rates, and enhanced staff motivation provide compelling evidence for the effectiveness of continual quality improvement initiatives in nursing services.

Future Direction: The initiative will be scaled up to include participants from other hospital cadres to create more impact and further level up service quality across the entire institution.