

# Sample Process Improvement Plan

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**OBJECTIVE: (example)**

Assess whether the new method of oral cleansing and suctioning (Q-Care® Oral Cleansing and Suctioning System) is an improvement over previous oral care interventions. Nursing staff opinions were polled to measure the following:

- 1) Understanding of protocol
- 2) Increased compliance to protocol
- 3) Understanding of oral care risk factors for Healthcare-Associated Pneumonia (HAP)
- 4) Improved nursing efficiency
- 5) Increased oral care frequency

**POLICY: (sample)**

- 1. The oral cavity is assessed initially and daily by the Registered Nurse.
- 2. Unconscious or intubated patients are provided oral care every 2-4 hours and prn.
- 3. Intubated patients will be assessed to determine the need for removal of oropharyngeal secretions every 8 hours as well as prior to repositioning the tube or deflation of the cuff.

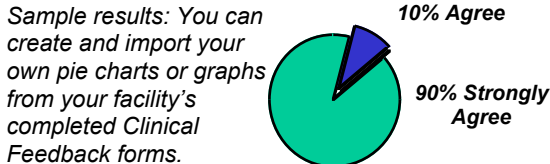
**PROCEDURE: (sample)**

- 1. Set up suction equipment.
- 2. Position patient's head to the side or place in semi-fowlers.
- 3. Provide oral suction, as needed, in intubated patients to remove oropharyngeal secretions that can migrate down the tube and settle on top of the cuff.
- 4. Brush teeth using suction toothbrush and small amounts of water and alcohol-free antiseptic oral rinse.
  - 4.1 Brush for approximately one to two minutes.
  - 4.2 Exert gentle pressure while moving in short horizontal or circular strokes.
- 5. Gently brush the surface of the tongue.
- 6. Use suction swab to clean the teeth and tongue if brushing causes discomfort or bleeding.
  - 6.1 Place swab perpendicular to gum line, applying gentle mechanical action for one to two minutes.
  - 6.2 Turn swab in clockwise rotation to remove mucus and debris.
- 7. Apply mouth moisturizer inside mouth.
- 8. Apply lip balm if needed.

Schleder B et al., "The Effect of a Comprehensive Oral Care Protocol on Patients at Risk for Ventilator-Associated Pneumonia," J Advocate Health Care. Spr/Sum 2002;4(1):27-30.

**RESULTS: (example)**

- 1. I understand my unit's oral cleansing and suctioning protocol.



- 2. Compared to previous interventions, the Q-Care system makes it easier to comply with my unit's protocol.
- 3. I understand routine cleansing and suctioning can help address three oral care risk factors for Healthcare-Associated Pneumonia (HAP).
- 4. Having the product available bedside eliminates steps and allows for more efficient use of my time.
- 5. Product ease-of-use resulted in my ability to provide more frequent oral cleansing.