
Plan It, Scan It, Learn It

What a Novice Nurse Learned while Leading
Quality Improvement in Advance Care Plan
Documentation

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Documentation Incomplete



Agenda

- What it's like to take on QI as a novice nurse
- What you actually learn about leading change
- Why you don't need to wait to start

Quality Improvement Project

- CAP Fellowship
- Aim: To improve ACP documentation on admission to transplant
- Actions:
 - Explored barriers – surveys, information discussions
 - Education sessions – 1:1, video
 - Chart review to measure documentation
 - Measured change in nurse confidence

Developing Systems Thinking

Why aren't we asking about ACP? -> What about the system makes ACP hard to ask about?

- Workflow barriers
- Confusion
- Role definition

Leading Without Authority

- I am not a manager or an expert. Who am I to do this?
- What I actually did:
 - Started conversations, asked for input
 - Developed relevant education
 - Shared successes

Building Confidence by Taking Action

- Confidence didn't come first
- It came from
 - Trying
 - Adjusting, leaning on support
 - Trying again
- Moments that built confidence

Change is Relational

- Tools alone didn't change practice
- Helping nurses understand the "why" of this question and its impact on the patient care
- What drove change:
 - Listening, building trust
 - Understanding colleagues' realities
 - Making the change as frictionless as possible.



Learning to be Comfortable being Uncomfortable

- Uncertainty
- Slow progress
- Resistance

- Doubt and frustration -> Curiosity instead of judgement

You Can Do It Too!

- You don't need more experience or a leadership title
- You do need:
 - Curiosity
 - Willingness to engage
 - Support (CAP, mentors, teams)

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