## Sample Process Improvement Plan

**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

### RESULTS: (example)

1. I understand my unit's oral cleansing and suctioning protocol.  
   
   Sample results: You can create and import your own pie charts or graphs from your facility's completed Clinical Feedback forms.

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.

### 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.

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