

## Purpose

To describe how nursing was able to increase RN hours projected from a productivity program in finance using NDNQI quarterly data and explain how the increase correlates with the RN satisfaction survey data.

## Significance

This presentation describes how one organization used NDNQI data to influence health system executives to increase nursing hours using NDNQI data.

## Strategy & Implementation

- Nurse Managers worked with Finance & Premier to establish productivity benchmark for nursing

**HOUR / Unit of Service**



## Change in Strategy

- Nursing not satisfied with benchmark Chief Nurse Executive (CNE/VP) intercedes with executive team to use Nursing Quality Indicators (NDNQI)
- Finance administrators evaluated impact of changes on financial goals / developed standards accepted by patient care areas

## Evaluation

- Hours increased on inpatient units
- Managers allowed to hire more RNs
- Vacancy rates / turnover decreased overtime to 1.6% in June 2009
- RN's report - less frustration in staffing levels
- Increase in RN satisfaction scores

GENESIS DAVENPORT PATIENT CARE AREA	2008 FTE	2009 FTE	2008 FTE	2009 FTE	2008 FTE	2009 FTE	2008 FTE	2009 FTE	COMPARATIVE DATABASE USED																																																																																																																																																																																																																																																																																																		
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Genesis Nurse Staffing hours compared to Premier benchmarks and NDNQI Data

# What Goes Down Must Come Up!



Mary F. Clarke, PhD, RN, BC  
 Judith K. Pranger, MSN, RN, NE-BC  
 Jacqueline Anhalt, MSN, MS, RN, CRRN  
 Linda Fennelly, MSHA, RN, NE-BC  
 Amber Willenbring, BSN, RN  
 Nursing Administration  
 Genesis Medical Center, Davenport IA

## Increasing Total Nursing Hours Based on NDNQI Data

