Out of Rhythm

How a Community Hospital Improved Nurse Sensitive Indicators

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Variety of reports and action plan formats for reviewing NDNQI Nurse Sensitive Indicators.

GOAL

Develop Nursing Dashboard that had uniform goals and a template for action plans that was easy for direct care providers to understand.

IMPLEMENTATION

Nursing Dashboard includes:

- Indicators
- Where data originated from
- Goal areas (10%, 25%, 75%)
- Color coded action items
 - o Red immediate action
 - o Yellow caution
 - o Green met goal
 - o Blue Above Goal
- Action Plans Required if Red for one quarter or Yellow for three quarters

RESULTS

All indicators deployed in one report for staff to see.

IMPLICATION FOR PRACTICE

One place for indicators, goals, outcomes and action plans which is readily available for all staff.







	Poudre Valley Hospital Nursing Quality Dashboard PVHS Strategic Goal: Achieve superior clinical outcomes utilizing customer-focused, evidence based care											
Vov Mossure	Q1, 08	VHS Strategio	Q3, 08	e superior clii Q4, 08	Q1, 09	Q2, 09	# of Incidents	# of Patients	Comparison (Current Q)	Comparison (Current Q)	Comparison (Current Q)	Comparison Group
Key Measure Nursing Hours per Patient Day		Below Mea	n	Mean	to 75th perce	entile	75	th to 90th po	MEAN ercentile	25th %	10th % ove 90th percen	tile
Adult Critical Care	24.11	22.99	23.44	21.43	21.15	22.34						
Adult Medical Medical Oncology	9.67 11.41	9.73 11.86	9.37 11.13	9.54 11.80	9.47 11.79	8.44 10.09						-
Adult Surgical Surgical	9.94	9.22	9.04	9.50	9.45	8.80						
Orthopedics Adult Med-Surg Combined	10.31	10.10	9.81	9.34	9.34	9.07						
Neuro Med-Surg Tele West	10.72 11.85 12.43	10.24	10.26 11.67 10.92	9.32 11.45 10.99	9.92 11.08 10.79	9.32 9.92 10.82						-
Adult Rehab LSR	9.65	9.08	9.21	9.03	9.03	8.34						
Adult Psychiatric Mountain Crest	9.65	9.08	9.21	9.03	9.03	8.34						
Neonatal Critical Care NICU	9.65	9.08	9.21	9.03	9.03	8.34						
Med-Surg Pediatric Pediatrics	9.65	9.08	9.21	9.03	9.03	8.34						
PVH: non-NDNQI WC	9.65	9.08	9.21	9.03	9.03	8.34						
npatient Overall Skill Mix - RN	10.72	10.11	10.02	10.53	9.89	9.32						
Adult Critical Care CU	91.34%	90.72%	92.97%	90.81%	90.76%	89.83%						NDNQI/Magne
Adult Medical Medical	71.70%	72.54%	70.76%	68.49%	67.67%	65.85%						NDNQI/Magne
Oncology Adult Surgical	83.01%	83.91%	82.34%	81.13%	81.13%	80.69%						TVBTVQ//Wagne
Surgical Orthopedics	100.00%	100.00%	100.00%	100.00% 100.00%	100.00%	100.00%						NDNQI/Magne
Adult Med-Surg Combined Neuro	70.75%	69.67%	68.09%	62.67%	65.02%	66.43%						1,151,1614,
Med-Surg Fele West	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						NDNQI/Magne
RN Skill Mix Trends and Analysis												
All units at or above goal. Medical and Neuro below mean Q1, 09 CU below 75th percentile over 3 quarters Actions and Recommendations												
None at present. Lower RN skill mix due to comb	oination of on	e-to-one patie	nts and staffing	matrices. How	ever, RN HWI	PD is well with	in comparisor	n levels.				
Adult Rehab SR Adult Psychiatric	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						NDNQI/Magne
Adult Psychiatric Mountain Crest	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						NDNQI/Magne
Neonatal Critical Care NICU Med-Surg Pediatric	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						NDNQI/Magne
Pediatrics	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%						NDNQI/Magne
PVH: non-NDNQI VC GC	92.60%	92.85%	93.29%	94.62%	92.56%	91.87%						PVH PVH
npatient Overall	94.30% 78.14%	94.68% 72.02 %	94.01% 78.33 %	93.81% 77.76 %	93.71% 77.72%	93.50% 77.04 %						PVH
NOSOCOMIAL INFECTIONS ncidence of UTI												Incident/pt day
All PCS units Pneumonia	0.42%	0.40%	0.30%	0.43%	0.12%	pending						PVH
All PCS Units CU (per 1000 device days)	0.22%	0.09%	0.04%	0.14%	0.12%	pending						PVH NDNQI/Magne
CAUTI CLABS	0.00	0.00	0.00	0.00	0.00	0.00						_
/APS NICU (per 1000 device days) /APS by weight	0.00	0.00	0.00	0.00	0.00	0.00						NDNQI/Magne
751-1000g 1001-1500g	-	- 0	0	- 0	- 0	-						-
1501-2500g >2500g	0.00	0.00	0.00	0.00	0.00	0.00						-
CLABS by weight: 751-1000g	-	- 0	-	-	-	-						-
1001-1500g 1501-2500g	0.00	0.00	0.00	0.00	0.00	0.00						-
>2500g	0.00	0.00	0.00	0.00	0.00	0.00						NDNQI/Magne
Pediatrics	0.00	0.00	0.00	0.00	0.00	0.00						- Norvey, wag ne
Pediatric Pain Assessment Complete AIR Cycles	100.00	100.00	100.00	100.00	100.00	100.00						NDNQI/Magne
Average # Pain Assessments/pt/24 hours	9.80	7.25	9.80	7.25	9.80	7.25						
NICU Pain Assessment	400.00	400.00	400.00	400.00	400.00	400.00						NDNQI/Magne
Complete AIR Cycles Average # Pain Assessments/pt/24 hours	100.00	100.00	100.00	100.00	100.00	100.00						
CU Adult Medical	0.00	0.00	0.00	0.00	0.00	0.00						
Medical Dincology	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Surgical Orthopedics	0.00	0.00	0.00	0.00	0.00	0.00						
Surgical Adult Med-Surg Combined	0.00	0.00	0.00	0.00	0.00	0.00						
Neuro Med-Surg	0.00	0.00	0.00	0.00	0.00	0.00						
ele West Adult Rehab	0.00	0.00	0.00	0.00	0.00	0.00]
SR Pressure Ulcers	0.00	0.00	0.00	0.00	0.00	0.00						
(Per 1000 Patient Days) Adult Critical Care												PVH
CU Adult Medical	1.80	1.91	1.85	0.00	2.98	1.62						-
Medical Dincology	0.46 0.00	0.46 0.00	0.00 1.13	0.00	0.96 0.00	0.00						-
Adult Surgical Orthopedics	0.00	0.00	0.00	0.00	0.00	0.81						-
Surgical Adult Med-Surg Combined Neuro	2.19	0.00	0.00	0.53	0.54	0.00						-
Med-Surg	2.19 1.14 1.08	1.32 1.11 0.00	0.00 0.00 1.03	0.00 0.00 3.43	0.00 1.28 0.00	0.00 0.00 1.22						-
eie west Adult Rehab SR	0.00	0.00	1.03	0.00	0.00	0.00						-
Inpatient Total	0.70	0.46	0.37	0.39	0.58	0.28						NDNO
, ,	0.00	0.00	0.00	0.00	0.00	0.00						NDNQI/Magne
Physical/Sexual Assault Indicator Assault Rate												NDNQI/Magne
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence Adult Critical Care		0.00	0.00	0.00	0.00	0.00						-
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence Adult Critical Care CU Adult Medical	0.00			0.00	0.00	0.00						
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence Adult Critical Care CU Adult Medical Medical Discology	0.00 0.00 0.00	0.00	0.00	0.00	0.00	0.00						
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence	0.00 0.00 0.00	0.00	0.00	0.00	0.00	0.00						
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00	0.00	0.00	0.00						
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00 0.00	0.00 0.00 0.00 16.67 0.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00						
Physical/Sexual Assault Indicator Assault Rate Physical Restraints - Prevalence	0.00 0.00 0.00 0.00	0.00 0.00 0.00 0.00	0.00 0.00 0.00	0.00 0.00 0.00	0.00	0.00 0.00						

	Q1, 08	Q2, 08	Q3, 08	Q4, 08	Q1, 09	Q2, 09	# of	# of	Comparison	Comparison	Comparison	Comparison
Key Measure	, , ,		,	, , ,		, , ,	Incidents	Patients	(Current Q) MEAN	(Current Q) 25th Percentile	(Current Q) 10th Percentile	Group
Key Measure		Below Mea	1	Mean	to 75th perc	entile entile	75	5th to 90th po	ercentile	Ab	ove 90th percent	ile
FALLS												NDNQI/Magnet
Adult Critical Care	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Medical	0.00	0.00	0.00	0.00	0.00	0.00						
Medical Oncology	1.38 0.00	1.38 0.00	1.38 0.00	3.32 0.00	2.89 0.00	2.84 0.00						
Adult Surgical	0.00	0.00	0.00	0.00	0.00	0.00						
Orthopedics Surgical	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Med-Surg Combined	0.00	0.00	0.00	0.00	0.00	0.00						
Neuro	0.00	0.00	0.00	3.32	2.89 0.00	2.84 0.00						
Med-Surg Tele West	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Rehab												
LSR Falls / 1000 patient days	0.00	0.00	0.00	0.00	0.00	12.00						
Trends and Analysis Medical - 2 of the falls resulted in patient injury, 3												
LSR: Monthly fall data is analyzed at Unit QA i LSR Interdisciplinary Task Force workin Medical: Continue quarterly fall audits. All falls Neuro: Continue Video Monitoring on all Hi dancing in the shower * All patients will have Gait Belts pla * Continue to track Assisted Falls a * Trial Team Nursing approach to p * Continue utilizing RN plus alarms * All patient's and family receive the	ng on a rehab- s are reviewed igh Fall Risk F aced before a nd keep staff tatient care wi on chairs whe	specific fall assible in the units monopole attents - We had a wailable for the theorem and a valiable for the patient's are	sessment tool to onthly newslette ave had only 2 h transferring to B ose patient's an I aide. Cluster c up and sitting.	p pilot and imple er to teach wha High Fall risk pa SC, Chair, or a d "assist" those are around pat Setting bed ala	ement by Sep t could have to atients in 2009 ambulation. The patients who ient and help rms as per po	tember. peen done diff. 9 One of ou per may become identify issue blicy.	erently to prevar Unassisted edizzy, syncol related to ass	vent the falls. falls was 37 y pe while amb	u/o female who was	a Moderate Fall ris		
high fall risk. PVH: non-NDNQI												PVH
Women's Care Peds	0.00	0.00	0.07	0.00	0.41	0.00						
Birthing Center	1.18 0.00	2.61 0.00	2.53 2.40	2.44 0.00	0.00 2.46	1.23 2.34						
Mountain Crest IP INPATIENT FALLS	5.22 1.90	0.51 1.62	2.69 3.15	3.55 2.40	2.37 2.23	3.63 2.11						
Outpatient (# of falls)												
ED CGSP	0	0	4 0	0	8	0						
ODSC Radiology	0	0	0	0 2	0	0						
MC Residential MC Outpatient	2	0	0	0	0	0						
FALL TYPE	Ü	Ů	J	Ü		ŭ						NDNQI/Magnet
Adult Critical Care # Assisted Falls												
ICU			1	0	0	0						
# Unassisted Falls ICU										<u> </u>		
% of Falls of Moderate to Severe Injury			0	0	0	0		<u> </u>				
ICU			0.00	0.00	0.00	0.00						
Adult Medical #Assisted Falls												
Medical			5	1	3	0						
Oncology # Unassisted Falls			1	2	4	2		<u> </u>				
Medical			7	6	3	5						
Oncology			1	1	2	3		<u> </u>				
% of Falls of Moderate to Severe Injury Medical			0.00	0.00	0.00	0.00						
Oncology			0.00	0.00	0.00	0.00						
Adult Surgical # Assisted Falls												
Orthopedics			2	2	1	2		Ι				
Surgical #Unaccipted Falls			1	1	1	0						
# Unassisted Falls Orthopedics			5	4	2	0						
Surgical			3	2	6	1						
% of Falls of Moderate to Severe Injury												
Orthopedics Surgical			0.00	0.00	0.00	0.00						
Adult Med-Surg Combined			0.00	0.00	0.00	0.00						
#Assisted Falls Neuro			3.00	0.00	1.00	1.00						
Med-Surg			0.00	0.00	2.00	2.00						
Tele West #Unassisted Falls			0.00	0.00	0.00	1.00						
Neuro			3.00	2.00	4.00	0.00						
Med-Surg Tele West			0.00 1.00	1.00 2.00	1.00 0.00	2.00 1.00						
% of Falls of Moderate to Severe Injury			1.00	2.00	0.00	1.00	!	ļ				
Neuro			0.00	0.00	0.00	0.00						
Med-Surg			0.00	0.00	0.00	0.00						
Tele West			0.00	0.00	0.00	0.00						
Adult Rehab #Assisted Falls												
LSR			2.00	3.00	2.00	2.00						
#Unassisted Falls			1.00	0.00	2.00	3.00						
LSR												
		•										
% of Falls of Moderate to Severe Injury LSR			0.00	0.00	0.00	0.00						

*Data does not reflect the current status