

Out of Rhythm

How a Community Hospital Improved Nurse Sensitive Indicators

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ISSUE

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
 - Red - immediate action
 - Yellow - caution
 - Green - met goal
 - 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.



Key Measure	Poudre Valley Hospital Nursing Quality Dashboard						Comparison (Current Q) MEAN	Comparison (Current Q) 25th %	Comparison (Current Q) 10th %	Comparison Group
	Q1, 08	Q2, 08	Q3, 08	Q4, 08	Q1, 09	Q2, 09				
Nursing Hours per Patient Day	Mean to 75th percentile						75th to 90th percentile			
Adult Critical Care	24.11	22.99	23.44	21.43	21.15	22.34				
Adult Medical	9.67	9.73	9.37	9.54	9.47	8.44				
Medical	11.41	11.86	11.13	11.80	11.79	10.09				
Adult Surgical	9.94	9.22	9.04	9.50	9.45	8.80				
Orthopedics	10.31	10.10	9.81	9.34	9.34	9.07				
Adult Med-Surg Combined	10.72	10.24	10.26	9.32	9.92	9.32				
Neuro	11.85	22.21	11.67	11.45	11.08	9.92				
Med-Surg	12.43	10.98	10.92	10.99	10.79	10.82				
Tele West										
Adult Rehab	9.65	9.08	9.21	9.03	9.03	8.34				
LSR										
Adult Psychiatric	9.65	9.08	9.21	9.03	9.03	8.34				
Mountain Crest										
Neonatal Critical Care	9.65	9.08	9.21	9.03	9.03	8.34				
NCU										
Med-Surg Pediatric	9.65	9.08	9.21	9.03	9.03	8.34				
Pediatrics										
PVH: non-NDNQI	9.65	9.08	9.21	9.03	9.03	8.34				
WV	9.65	9.08	9.21	9.03	9.03	8.34				
Inpatient Overall	10.72	10.11	10.02	10.53	9.89	9.32				
Skill Mix - RN	Mean to 75th percentile						75th to 90th percentile			
Adult Critical Care	91.34%	90.72%	92.97%	90.81%	92.76%	89.83%				NDNQI/Magnet
Adult Medical	71.70%	72.54%	70.76%	68.48%	67.47%	65.45%				NDNQI/Magnet
Medical	83.01%	83.81%	82.34%	81.13%	81.13%	80.89%				NDNQI/Magnet
Orthopedics	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Adult Surgical	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Surgical	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Orthopedics	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Adult Med-Surg Combined	70.76%	69.87%	69.09%	66.00%	65.00%	64.53%				NDNQI/Magnet
Neuro	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Med-Surg	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Tele West	100.00%	100.00%	100.00%	100.00%	100.00%	100.00%				NDNQI/Magnet
Adult Rehab										
LSR										
Adult Psychiatric										
Mountain Crest										

Key Measure	Poudre Valley Hospital						# of Incidents	# of Patients	Comparison (Current Q) MEAN	Comparison (Current Q) 25th Percentile	Comparison (Current Q) 10th Percentile	Comparison Group
	Q1, 08	Q2, 08	Q3, 08	Q4, 08	Q1, 09	Q2, 09						
FALLS	Mean to 75th percentile						75th to 90th percentile				Above 90th percentile	
Adult Critical Care	0.00	0.00	0.00	0.00	0.00	0.00						NDNQI/Magnet
ICU												
Adult Medical	1.38	1.38	1.38	3.32	2.89	2.84						
Medical	0.00	0.00	0.00	0.00	0.00	0.00						
Orthopedics	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Surgical	0.00	0.00	0.00	0.00	0.00	0.00						
Orthopedics	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Med-Surg Combined	0.00	0.00	0.00	3.32	2.89	2.84						
Neuro	0.00	0.00	0.00	0.00	0.00	0.00						
Med-Surg	0.00	0.00	0.00	0.00	0.00	0.00						
Tele West	0.00	0.00	0.00	0.00	0.00	0.00						
Adult Rehab	0.00	0.00	0.00	0.00	0.00	0.00						
LSR												
Falls / 1000 patient days	0.00	0.00	0.00	0.00	0.00	0.00						
Trends and Analysis	Median - 2 of the falls resulted in patient injury, 3 of the 6 falls were assisted											
Actions and Recommendations	* LBR: Monthly fall data is analyzed at Unit QA meetings. 2 of the falls were the same patient. Falls Resource team was consulted, therapy staff involved in problem solving for this pt. * LBR: Interdisciplinary Team: Work on a reliable specific fall assessment tool to pilot and implement by September. * Medical: Continue quarterly fall audits. All falls are reviewed in the units monthly newsletter to teach what could have been done differently to prevent the falls. * Neuro: Continue Video Monitoring on all High Fall Risk Patients - We have had only 2 High Fall risk patients in 2009. * One of our Unassisted falls was 37 yo female who was a Moderate Fall risk. * All patients will have Gait Belts placed before ambulation and transferring to BSC, Chair, or ambulation. * Continue to track Assisted Falls and keep staff available for those patients and "assist" those patients who may become dizzy, syncope while ambulating, or have blood pressure. * Fall Team having approach to patient care with 2 RNs and 1 Labe. Cluster care around patient and help identify issues related to assisted falls. * Continue utilizing RN plus alarms on chairs when patients are up and sitting. Setting bed alarms as per policy. * All patients and family receive the education pamphlet on falls and video monitoring. Staff supports with the importance of not getting up and calling for help when they are identified as a high fall risk.											
PVH: non-NDNQI	0.00	0.00	0.07	0.00	0.41	0.00						PVH
Neonatal Care	1.18	2.61	2.53	2.44	0.00	1.23						
Birth Center	0.00	0.00	2.40	0.00	2.48	2.34						
Mountain Crest IP	5.22	0.51	2.69	3.55	2.37	3.63						
INPATIENT FALLS	1.90	1.62	3.15	2.49	2.23	2.11						
Outpatient (# of falls)												
ED	4	0	4	2	8	2						
OSIP	0	0	0	0	0	0						
OSIC	0	1	0	0	0	0						
Orthopedics	1	0	0	2	0	0						
MC Outpatient	0	0	0	0	0	0						
FALL TYPE												
Adult Critical Care												
# Assisted Falls				1	0	0	0					
ICU												
# Unassisted Falls				0	0	0	0					
ICU												
% of Falls of Moderate to Severe Injury				0.00	0.00	0.00	0.00					
ICU												
Adult Medical												
# Assisted Falls				5	1	3	0					
Medical				1	2	4	2					
Orthopedics												
# Unassisted Falls				7	6	3	5					
Medical				1	1	2	3					
% of Falls of Moderate to Severe Injury				0.00	0.00	0.00	0.00					
Medical												
Orthopedics												
# Assisted Falls				2	2	1	2					
Surgical				1	1	1	0					
# Unassisted Falls				5	4	2	0					
Orthopedics				3	2	6	1					
Surgical												
% of Falls of Moderate to Severe Injury				0.00	0.00	0.00	0.00					
Orthopedics												
Surgical												
Adult Med-Surg Combined												
# Assisted Falls				3.00	0.00	1.00	1.00					
Neuro				0.00	0.00	2.00	2.00					
Med-Surg				0.00	0.00	0.00	0.00					
Tele West				0.00	0.00	0.00	1.00					
# Unassisted Falls				0.00	0.00	0.00	0.00					
Orthopedics												
Surgical												
% of Falls of Moderate to Severe Injury				0.00	0.00	0.00	0.00					
Orthopedics												
Surgical												
Adult Rehab												
# Assisted Falls				2.00	3.00	2.00	2.00					
LSR												
# Unassisted Falls												
LSR				1.00	0.00	2.00	3.00					
% of Falls of Moderate to Severe Injury				0.00	0.00	0.00	0.00					
LSR												

*Data does not reflect the current status