

Nursing Dashboards: Data Transparency Meets Performance Improvement

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Agenda

- Organization Overview
- Background
- Dashboard Implementation
- Practice Implications
- Lessons Learned
- Next Steps
- Questions

Emory Healthcare



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System:

Location: Atlanta, GA
Bed Size: 1,184
Employees: 9,000
Revenues: \$1.5 Billion
5 Main Hospitals in Network
20 Health Centers City-Wide

Focuses:

- Patient and Family Centered Care
- Education of Health Professionals
- Research Addressing Health and Illness
- Prevention and Treatment of Disease

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Organization Objectives:

- Monitor and Quantify Magnet Readiness
- Improve Outcomes -> Better Patient Care
- Integrate Quality and Practice

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Dashboard Objectives



Empower
Nurses



Unit Level
Data



Drillable
Metrics

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Dashboard Overview

- Available in Medware's Insight
- Dashboards at Unit, Hospital, System levels
- Indicators updated on Weekly, Monthly, Quarterly, and Annual Basis
- Benchmark using NDNQI 50th Percentile for Magnet Hospitals
- Ongoing Dashboard training for all nurses since December 2008

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NDNQI View: Falls

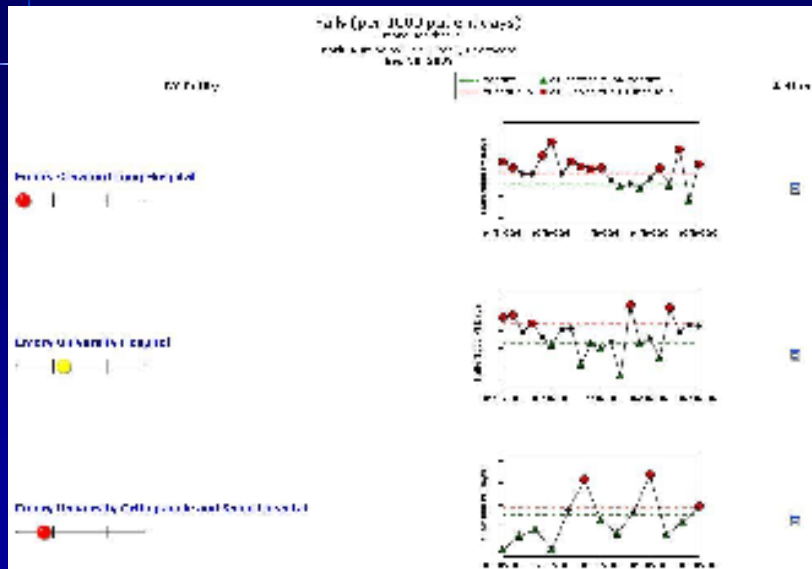
Inpatient	ED	Outpatient	Emergency	Ambulatory	Outpatient	Total
Patient A	1	1	2	2	1	7
Patient B	1	1	1	1	1	5
Patient C	1	1	1	1	1	5
Patient D	1	1	1	1	1	5
Total	4	4	5	5	4	22

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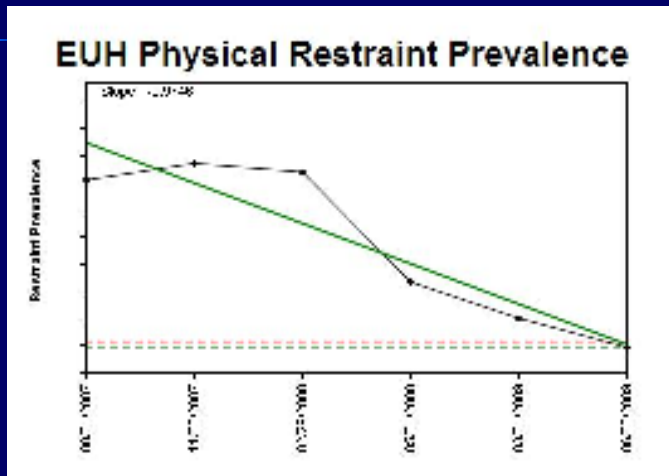
Drilling: Falls



NDNQI View: Nursing Hours

unit	empmgr	RNAs	RNAs	RNAs	RNAs	RNAs	RNAs	RNAs	RNAs	colored
22 (Intensive Care)	Yellow									100
23 (ICU)	Green									100
24 (ICU)	Green									100
25 (ICU)	Green									100
26 (ICU)	Green									100
27 (ICU)	Green									100
28 (ICU)	Green									100
29 (ICU)	Green									100
30 (ICU)	Green									100
31 (ICU)	Green									100
32 (ICU)	Green									100
33 (ICU)	Green									100
34 (ICU)	Green									100
35 (ICU)	Green									100
36 (ICU)	Green									100
37 (ICU)	Green									100
38 (ICU)	Green									100
39 (ICU)	Green									100
40 (ICU)	Green									100
41 (ICU)	Green									100
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46 (ICU)	Green									100
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49 (ICU)	Green									100
50 (ICU)	Green									100
51 (ICU)	Green									100
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54 (ICU)	Green									100
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56 (ICU)	Green									100
57 (ICU)	Green									100
58 (ICU)	Green									100
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95 (ICU)	Green									100
96 (ICU)	Green									100
97 (ICU)	Green									100
98 (ICU)	Green									100
99 (ICU)	Green									100
100 (ICU)	Green									100

Graphing: TrendVar Chart

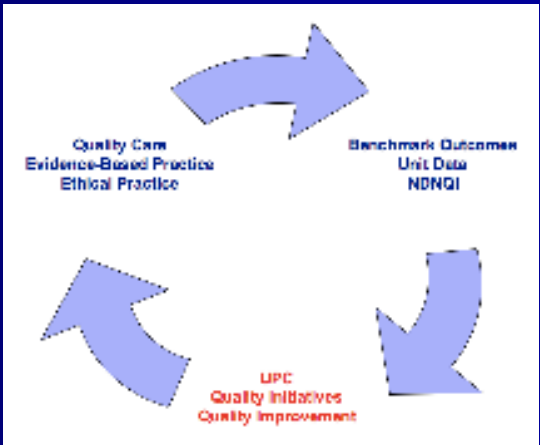


How do Nurses...

...Monitor/Quantify Magnet Readiness at the Unit Level?

...Pinpoint Areas for Improvement?

...Understand Metrics in a Meaningful Way?

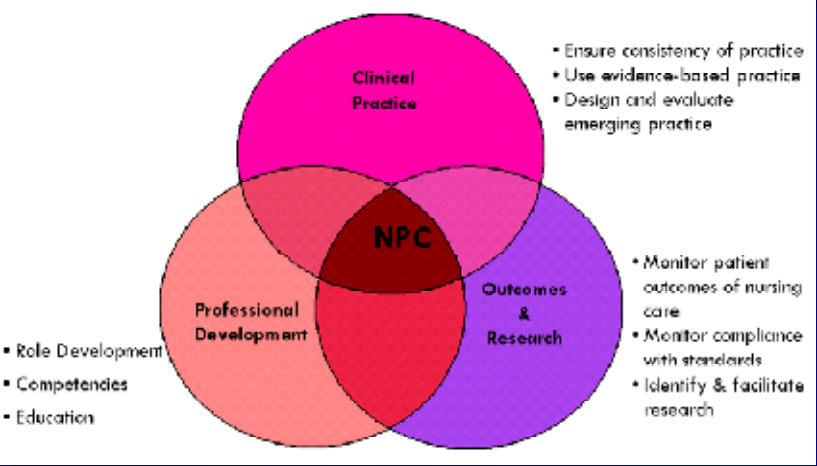


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Unit Practice Councils- Standing Agenda Item

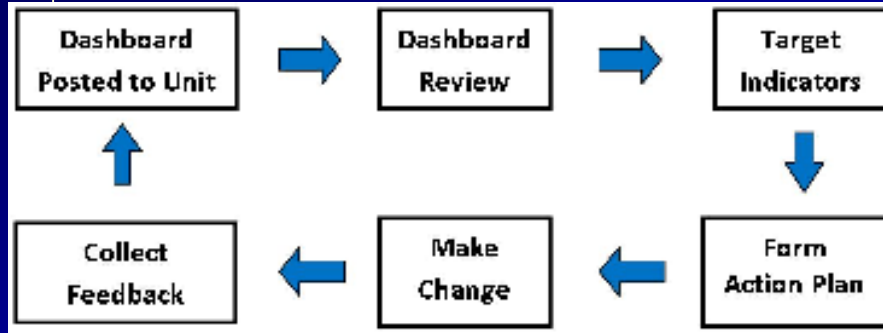


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Standardize Process: PDCA

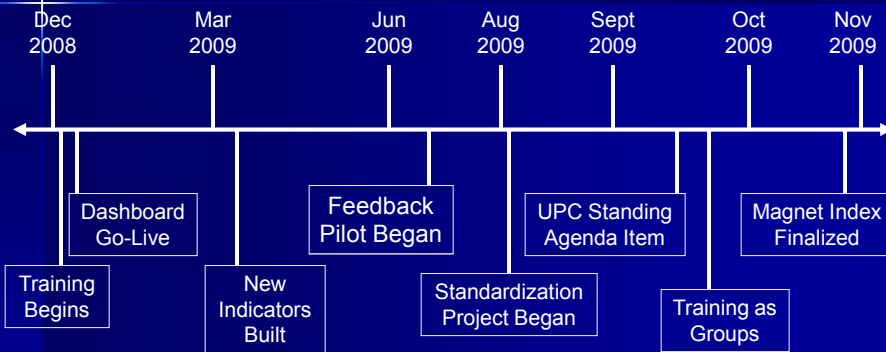


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Timeline of Results



More than...
700 nurses trained, 20 UPC's taught, 6 system-wide Process Improvement initiatives completed, 12 new indicators built

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Lessons Learned

- Give nurses hands-on training take away.
- Multiple checks and balances necessary to cross-validate data.
- Data must be actionable.
- Incentives needed for wide acceptance.

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Next Steps



- Incorporate Feedback Mechanism
- Increase Data Support
- Continue to Show Improved Outcomes

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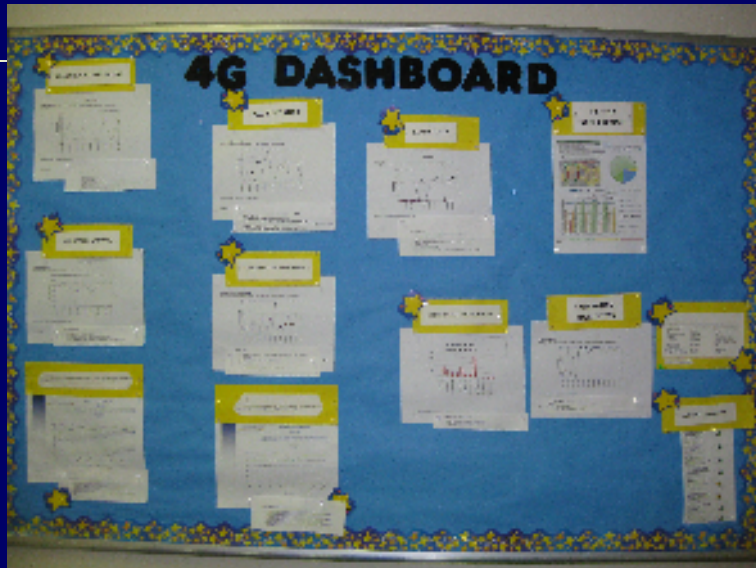
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2G/3G Quality Board



4G Quality Board



Questions

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