Ways To Engage Your Staff in Quality Improvement

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Abstract

Painting a clear picture of current clinical performance for our staff nurses is a major goal for our organization. This poster will describe how our organization created strategies to make Nurse-Sensitive Indicator data relevant and comprehensible to our direct care nurses.

Significance

The Nursing Quality Outcomes program at Children's National is designed to enhance patient care through systematic assessment and improvement of safe care delivered by our nursing staff. Nurses as direct care providers for patients are responsible for patient care outcomes. Aiken and colleagues (2001) concluded that RNs responsible for direct patient care must be involved in making changes to care practices to appreciate significant, sustainable improvements.
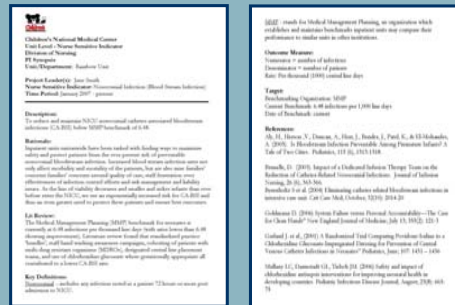
Goal

The goal of the quality improvement program is to continuously improve the delivery, quality, efficiency and outcomes of patient care and related services. This is accomplished through a methodical analysis of data provided via ongoing monitoring, evaluation and planning of improvement activities. Nursing at Children's National is committed to providing safe, state of the art care to all patients and families. The Division of Nursing recognizes that nursing is an integral partner with the organization and thus is dedicated to achieving and upholding the organization's Mission, Vision and Values and, is dedicated to serving our patients and community.

Strategies To Engage Nursing Staff

Our organization set a goal to paint a clear picture for staff nurses regarding current clinical performance. Several deliberate strategies were used to engage our staff in quality.

❖ The Performance Improvement (PI) Tool Kit was used to engage the staff nurses in selecting and implementing Nurse Sensitive Indicator (NSI) unit-based plans. The tool kit required the bedside nurse to identify an indicator, perform a literature search, and identify a benchmarking organization/goal. Each unit created an NSI Synopsis.

**Figure 1 - Nurse Sensitive Indicator (NSI) Synopsis Sheet**

❖ Our organization created the motto "Going For The Green," which referred to green vs. red data points on line graphs indicating a unit's preferred performance. This strategy was implemented to help increase staff nurses' awareness of their current performance of patient care outcomes.

**Figure 2 - "Going For The Green" NSI Example Graphs**
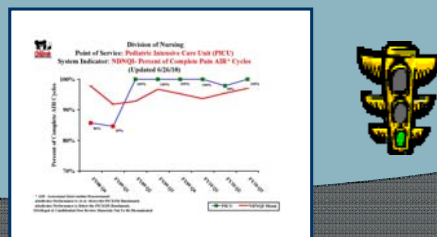
❖ The Nurse Sensitive Indicator (NSI) Scorecard is used at every level. The Scorecard displays the units' performance in comparison with the benchmark. Information on the Scorecard is presented at the unit level during staff meetings to bring awareness of the unit's performance and at the systems level SNL Clinical Improvement and Nursing research Council to identify areas that need assistance related to improving performance. The Scorecard is also used by leadership to strategize plans for improvement that can be operationalized organizationally.

Figure 3 - NSI Scorecard
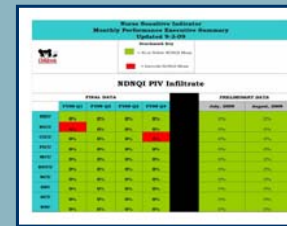
❖ Digital Picture Frames are used as innovative way to display the unit/departments data. Each areas has digital picture frames that display repeating frames of their data.

Figure 4 - Digital Picture Frame
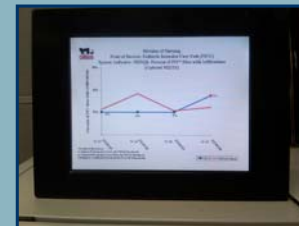
❖ During Quality Week nurses were invited to display posters sharing Quality Improvement projects. The posters were displayed in a public space where staff and collogues gathered and celebrated the accomplishments of the nurses.

Figure 5 - Poster from Nursing Quality Day

Implications for Practice

The relevance and ability to involve staff nurses in the creation, development, ongoing assessment and intervention identification related to The Nurse Sensitive Indicator (NSI) is essential to the success of a NSI program. The staff nurses are the key to any initiative that involves patient care as they are primary caregivers that deliver patient care. NSI data can be complex, and identifying ways to communicate this information with staff nurses helps ensure that they are the individuals identifying reasons for 'red' performance and making recommendations to improve performance.

Lessons Learned

❖ In order to engage nursing staff in Quality Improvement initiatives, we found that a multi-pronged approach yielded best results.
❖ Staff nurse feedback suggest that these initiatives have increased their ability to speak to the current performance related to quality initiatives.
❖ We also found that staff nurse engagement facilitated their ownership of quality initiatives at the bedside.

Next Steps

Nursing Quality Rounds that focus on:
❖ Quality Assurance
❖ Quality Improvement
As ways to assess our staff's level of engagement in Quality.

Reference

Aiken, L. H., Clarke, S. P., Sloane, D. M., & Sochalski, J. A. (2001). Nurses' reports on hospital care in five countries. Health Affairs, 20(3), 43-53. Retrieved September 20, 2008, from ABI/INFORM Global database.

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