# Unit-driven Nursing Dashboards

A nursing sensitive dashboard is a color-coded grid that provides information on nursing-sensitive indicators that are specific to the population that a group of staff cares for.

A nursing-sensitive indicator is heavily influenced by nursing care to positively impact our patients, families, organization, and community, and is evidence-based. At a quick glance, the nursing staff can view the unit level dashboard and see if the improvements that they are working on are making an impact. Examples of nurse-sensitive indicators include fall rate, pressure ulcers, VAP, and CAUTI.

<table>
<thead>
<tr>
<th>Performance Indicator</th>
<th>Want Prior Year Result</th>
<th>Unit Goal</th>
<th>N** Result</th>
<th>Time Frame</th>
<th>N** Result</th>
<th>Time Frame</th>
<th>Current Trend</th>
<th>Current Qtrs Available</th>
<th>Recent Qtrs Where Better</th>
</tr>
</thead>
<tbody>
<tr>
<td>Falls/1000 pt days</td>
<td>Low</td>
<td>5.5</td>
<td>3.4</td>
<td>520</td>
<td>5.8</td>
<td>Dec 2010</td>
<td>1476</td>
<td>4.7</td>
<td>Oct-Dec 2010</td>
</tr>
<tr>
<td>Pressure ulcers stage II+</td>
<td>Low</td>
<td>1.6</td>
<td>2.9</td>
<td>Qly</td>
<td>19</td>
<td>Oct-Dec 2010</td>
<td>=</td>
<td>2.6</td>
<td>5 of 8</td>
</tr>
<tr>
<td>Pt. Sat: overall</td>
<td>High</td>
<td>86.2</td>
<td>86.4</td>
<td>6</td>
<td>89.5</td>
<td>Dec 2010</td>
<td>31</td>
<td>87.2</td>
<td>Oct-Dec 2010</td>
</tr>
<tr>
<td>Pt. Sat: pain well controlled</td>
<td>High</td>
<td>89.4</td>
<td>5</td>
<td>90.0</td>
<td>Dec 2010</td>
<td>28</td>
<td>91.9</td>
<td>86.4</td>
<td>Oct-Dec 2010</td>
</tr>
<tr>
<td>Pt. Sat: promptness, response to call</td>
<td>High</td>
<td>87.0</td>
<td>5</td>
<td>90.0</td>
<td>Dec 2010</td>
<td>30</td>
<td>86.6</td>
<td>85.0</td>
<td>Oct-Dec 2010</td>
</tr>
</tbody>
</table>

* Prior year (or baseline) is 10/1/09 – 9/30/10

** N = # of patients, except for falls and infection control indicators. For these, N = # of days.

Notes: 3 months result is shaded green if better than unit goal, even if not meeting prior year result.

A cell shaded gray indicates Not Applicable.

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**Legend:**

- **Green** indicates favorable trend.
- **Yellow** indicates no favorable or unfavorable trend over time.
- **Red** indicates unfavorable trend.

- **3 Months Legend:**
  - Worse than prior year result
  - Improvement opportunity
  - Better than unit goal
  - No unit goal for comparison

- **Trend Legend:**
  - Unfavorable
  - No trend
  - Favorable
  - N/A
  - Not enough data

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The dashboard will be located on the nursing portal under the hospital and unit, updated on the 25th of each month.
Unit-driven Nursing Dashboards

Purpose
Nurse leaders must prioritize and manage numerous complex pieces of data, and clearly communicate important nurse-sensitive outcome data to direct care nurses. A large health system created unit level dashboards to help nurses understand and act upon important quality information.

Significance
With so many competing priorities, it is critical for nurse leaders to prioritize the data they receive. Pinpointing and sharing critical metrics can drive problem recognition, facilitate performance improvement and ignite front line staff to improve patient care quality, safety and service.

Strategy and Implementation
System nursing leadership decided to develop unit-level quality dashboards that were easy to read and interpret, and demonstrated performance trends. Nurse leaders believed that unit councils must be involved in prioritizing critical metrics, recognizing problems and taking action to improve. Nurses in unit councils chose indicators for the dashboards that their unit would monitor and use to improve patient care, including skin, falls, 2 other clinical indicators, and 2 service indicators. The Clinical Information Analysis Dept. provided nurse leaders with a list of nurse sensitive outcome indicators they were already retrieving electronically. Fortunately, 75% of the selected indicators were on the list. For those non-electronic indicators, nurse leaders created operational definitions. Dashboards also include hospital performance goals, trends, and national benchmarks when available. Dashboards are posted to the Nursing Portal monthly.

Evaluation
The dashboards make a large amount of critical data accessible and understandable to staff. Use of color-coding provides an instant snapshot of unit performance, thus helping nurses prioritize their efforts in affecting change. Individual indicator trends help nurses monitor progress.

Implications and Practice
Direct care nurses and leaders must work together to identify key metrics, interpret the data, and use the data to drive performance. The dashboards provide a tool to facilitate nursing quality improvement and demonstrate the impact nurses have on patient quality, safety and service.