Nursing Sensitive Measures Scorecard Improves Outcomes
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Purpose
A nursing scorecard was developed to display hospital and unit level nursing performance. Participation in NDNQI allows us to trend our progress and benchmark with similar institutions.

Strategy and Implementation
In response to changing healthcare environments and the availability of NDNQI nursing sensitive outcome measures, we implemented a nursing balanced scorecard. Our scorecard combines financial performance with nursing sensitive measures, patient/family satisfaction, and measures of staff satisfaction, vacancy, and retention. Incorporating 16 key measures and aligned with department strategic pillars, the scorecard is updated monthly with drill down from the organization to the unit level.

Balanced Scorecard

Clinical Excellence Strategic Pillar

Professional Engagement/Clinical Excellence Strategic Pillars

Significance and Implications for Practice
Outcomes measures are increasingly important to quantify nursing sensitive outcomes for patients/families and organizations. This recently implemented nursing scorecard has improved performance and visibility of nursing across our organization. The scorecard serves as a catalyst for realigning initiatives with the strategic plan and increases execution of the plan throughout nursing services.

Practice has changed since implementation. Transparency and accessibility of the scorecard led to sharing best practices across patient care areas. Shared governance councils develop improvement plans based on scorecard results. Ultimately the outcome that is most visible is the impact of nursing care on the quality and safety of patient care and patient/family satisfaction.

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