Practice Environment Scale (PES): Grid Highlights Opportunities for Improvement

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Purpose
The issue: Presenting complex data in easily understandable format. The 2011 NDNQI RN survey results were presented in a 434 page document. The PES scale data & participation rates were presented in 43 pages of unit specific data and 2 pages of summary data.

Goal: Create a simple way to visually present the data highlighting strengths and opportunities for improvement

Significance
NDNQI RN Survey data provides a valuable ‘barometer’ for assessing the Clinical Practice Environment (CPE). The CPE is linked to staff satisfaction & patient outcomes. The PES scale element of the NDNQI RN Survey specifically provides data reflecting staff perceptions of the CPE.

Easily understandable data for busy nurse leaders facilitates comprehension of data measures, thus increasing the likelihood of translation into action.

Significance Unique to Fletcher Allen
July 2011: The Strategy Map Team presents the completed Nursing Strategy Map for 2012 and the PES Scale was identified as Progress Metric for L2: Create an environment of shared ownership, multidisciplinary teamwork and/or a continuing drive toward nursing excellence.

Results: Feedback from Users
The grid.....
- provides a quick overview of the PES results from individual and multiple units without having to page through lengthy reports.
- stimulates unprecedented interest in the survey results from leaders, especially those in outpatient and interventional areas.
- stimulates conversations amongst leaders about what the results mean
- allows for easy comparison of results from inpatient and outpatient settings

Strategy and Implementation
Grid Design
- The innovation is a visual graph made using/Excel spreadsheet, featuring the PES domain dataset
- Color is used to add visual appeal and afford an ‘at a glance’ understanding of the data
  - Green shading indicates data at or above the median for academic medical centers
  - Red shading indicates data that falls below the median for academic medical centers

Grid Use: How to use
- Viewing the grid from L to R, highlights levels of performance on PES domain categories using a color coding pattern
- Column indicates % participation suggesting the strength behind the data

Implications for Practice
Using Data to Drive Improvement
- Improved practice environments offer myriad benefits for staff and patients
- PES data offers targeted insights into areas of opportunity
- NDNQI RN Survey, PES Scale can be compared with other Organizational Surveys, such as the Employee Opinion Survey, in some cases validating findings, in other cases, offering a different, and valuable perspective

- From Director Perspective: Allows for visualization of multiple units at a glance.
- From CNO, VP of Nursing Perspective, provides unified view of all units,
- Nursing Strategic Plan: Adopted PES Scale as measure to track Nursing Climate

Grid Design and Evolution: Details
Initial design presented to Nursing Directors for feedback.

Requests for grid enhancement included:
- Add % response rate column
- Add text boxes with PES domain legends on grid
- Create custom grids for inpatient and outpatient areas as needed for presentations

References
1) NDNQI Web site www.nursingquality.org
2) Donaldson, et al., Leveraging nurse-related dashboard benchmarks to expedite performance improvement and document excellence, JGNA, Vol 35, No.4 April 2005
3) Harvey, G., Microsoft Excel 2010 All-in-one-for Dummies, Wiley Publishing Inc. 2010

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