INTEGRATING NDNQI GOALS INTO NURSING PERFORMANCE APPRAISALS

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“Seek first to understand”

-Covey
Objectives

• Discuss the use of evidence based practice strategies to promote awareness and use of NDNQI.

• Share strategies for integrating the NDNQI data in evidence based practice initiatives.

How it began....

Unit Director began with a Vision

8 South will be recognized as Rush University Medical Center's premier Medical-Surgical Unit based upon the superiority of its clinical nursing, patient satisfaction, and teamwork.
A perfect storm was brewing and elements were coming together

- Leadership assessment
- Team had identified excellence in practice and teamwork as priorities
- Clinical Nurse Coordinators were very experienced and seeking “out of box” experience

Opportunity

- Using NDNQI skin data and best practice, delineate levels of practice as it pertains to skin care.
- Define and incorporate specific performance expectations/outcomes for each level of practice.
- Provide opportunity for CNC to project lead a unit performance initiative.
Aligning Goals

- **Division of Nursing**: Improve outcomes related to nurse sensitive indicators.

- **Department of Medical-Surgical Nursing**: Reduce the prevalence of hospital acquired patient skin breakdown.

- **8 South**: 8 South wound prevalence will be at or below the NDNQI mean.

<table>
<thead>
<tr>
<th>Division of Nursing: Improve outcomes related to nurse sensitive indicators</th>
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<th>8 South: Wound prevalence will be at or below the NDNQI mean</th>
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<tr>
<th>Senior Clinical Nurse</th>
<th>Clinical Nurse II</th>
<th>Patient Care Technician</th>
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<tbody>
<tr>
<td>Demonstrate 100% compliance with skin/wound assessment/ documentation</td>
<td>Demonstrates knowledge of care plans and directives</td>
<td>Demonstrates appropriate skin hygiene</td>
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<tr>
<td>Competence in skin/wound interventions</td>
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<td>Demonstrates methods of reducing shear</td>
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<tr>
<td>Provides education to nurses in house</td>
<td>Completes wound care for patients</td>
<td>Maintains continence of the patient</td>
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<tr>
<td>Conducts wound based audits</td>
<td>Serves as unit clinical expert</td>
<td>As delegated by RN, turns patient every 2 hours, using proper position methods/of document for M-W-F</td>
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**Patient Care Technician**: As delegated by RN, turns patient every 2 hours, using proper positioning methods and documents such as M-W-F.
Process

• Using Rush’s Quality improvement methodology of PDCA/FOCUS a multidisciplinary unit based team was composed and led by the CNC.

• Documentation and practice were identified as key components to meeting our target.

Findings

• Documentation audits revealed
  • Braden scale documented every week or MWF if < 18
    • 9/20
  • Wounds assessed/document a minimum of every day
    • 5/8
  • Patient turns documented every 2 hours
    • 6/12
  • Incontinence care documented
    • 1/5
Findings (continued)

• NDNQI data for 8 South revealed prevalence above the NDNQI mean and above the Hospital Adult Medical Average.

• Data also revealed pressure and moisture to be the two biggest contributing factors.

What we did

• Matrix distributed at time of individual staff’s evaluation and placed within their next year’s goals.

• Under CNC project leadership, Senior Clinical Nurses (SCN) developed/implemented/audited results of training for Patient Care Technicians and staff nurses.

• Informational Bulletin board along with bedside signage to “Focus on Skin”

• Audited every 3 months, including visual audits to proper patient positioning, actual turns, and continence of patients.

• Unit leadership mentored CNC as to elements of project management.
What we achieved

• Both prevalence and acquired pressure ulcers below NDNQI mean for three quarters.

• Raised awareness as to professional practice within our clinical domains.

• Enhanced teamwork as all staff were working toward a common goal.

• Enhancement of CNC leadership with newly acquired skills of managing toward outcomes.

• Enhanced team knowledge as to best practices utilizing the literature and NDNQI data.

Acknowledgements

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8 South Atrium
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The entire 8 South Team
Especially the Senior Clinical Nurses!