

Healing Hands. Caring Hearts.[™]

Displaying Clinical Excellence: Innovative Transparency Creates World-Class Patient Care

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Goal: Enhance nurse awareness and understanding of empirical outcomes.

Background:

- 726 bed tertiary care facility
- 3rd Magnet designation
- Nurses don't fully understand empirical outcomes and can't translate into actionable items

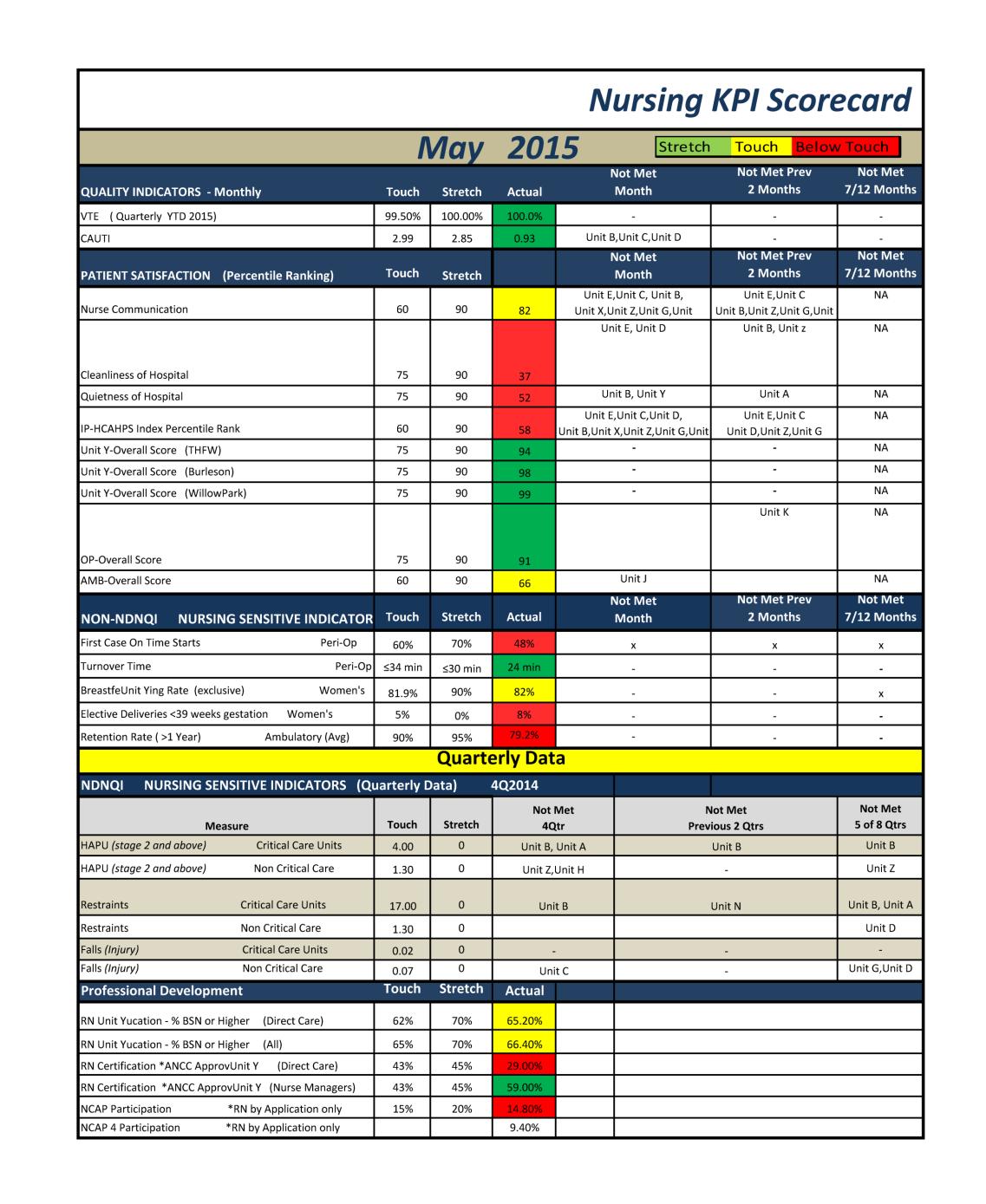
Clinical Excellence Boards

- Exhibits 8 quarters of benchmarked unit specific empirical outcomes, including NQD data, nursing engagement results, and professional development metrics
- Green stars denote data above the benchmark a majority of the time for each unit.
- Displayed in 100% of nursing units where staff frequent

Re-Designed Nursing Score Card

- Reduces size of nursing score card from 16 pages to a single page
- Provides a global view of empirical outcomes across the organization
- Color coded for easy interpretation of results
- Provides for the identification of trends
- Scorecard shared in all hospital councils and committees





Implementation of Sustainable Change

- Magnet champions assist in development of CEBs and commit to providing education to their peers
- Inter-disciplinary teams tour 100% of nursing units and engage staff to validate their understanding of the data.
- Unit Based Councils (UBC) establish measurable goals based off of unit based outcomes.

Outcomes

- UBCs (100%) establish specific and measurable goals
- Improve understanding of easily accessed, trended, and benchmarked data.
- Enhance the quality of nursing care.
- A shared governance evaluation (2014) showed that 45 UBCs (n=767) determined improved outcomes related to patient satisfaction (85.51%), in particular: Nurse Communication (72.1%), Quietness (74.64%), and Teamwork (83.15%).
- UBCs resolve improved outcomes related to RN career advancement participation (59.6%), RN certification (55.43%) and RN Education-BSN rate (49.28%