Displaying Clinical Excellence:  
**Innovative Transparency Creates World-Class Patient Care**  
Michelle Hampton PhD, RN, CCRN; Sally Carmen DNP, RN, APRN, CNL; Elaine Nelson, DNP, RN, NEA-BC

**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%)