Problem and Change Needed: Quality data is essential for the front line nursing staff to improve patient care outcomes and is not available in a user friendly and comprehensive dataset. Data is produced in silos with nursing units producing their nurse sensitive data or the nursing department for all units, and numerous other departments (quality, risk management, infection control and more) producing their data.

Evidence: There is a paucity of literature addressing optimal strategies for informing the front line staff and no specific guidance for innovation was found.

Strategy: The strategy selected was to develop a user friendly comprehensive approach to inform the staff with reliable benchmarked quality data that would efficiently manage staffing costs and productivity.

Practice Change: A quality data center that encompasses the preparation and dissemination of a reliable comprehensive dataset for each unit's scorecard that is disseminated in print and on line, including a Basic Statistics Primer to educate the staff on terminology and the reading and interpretation of data tables and graphs was developed and implemented.

Evaluation: Five (5) indicators for the front line staff to evaluate the design of the unit dataset or scorecard were identified as follows: 1) The indicators are clearly defined 2) The dataset easily focuses attention on key issues for early warning signs and gains; 3) The tables easily facilitate interpretation compared to benchmarks, 4) The graphs easily facilitate interpretation compared to benchmarks, and 5) The dataset is comprehensive. The findings were very positive for the entire scorecard. Suggestions for improvement led to the inclusion of a Basic Statistics Primer.

Results: The first five nursing units are successfully utilizing the unit scorecards.

Recommendations: Other healthcare systems could benefit from implementing this approach to produce reliable comprehensive data and manage resources efficiently.

Lessons Learned: The nursing staff is eager for information to help them improve patient care and Quality Data Center fulfills this purpose.

Selected Bibliography:
