

Data Transparency to Get Results

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Background:

Overall network quality data is available for public review however bedside staff on individual units may not be aware of their own outcomes.

Purpose:

Describe an initiative implemented in an academic, community Magnet hospital to aggregate nurse sensitive patient outcome data in a way nurses could readily relate, understand, and analyze.

Goal:

Use data transparency to promote bedside nurse engagement and empowerment to formulate and implement action plans that positively impact clinical outcomes. First trialed data transparency with patient falls.

Interventions:

- Communicate data to bedside staff monthly in meetings & newsletters
- Focus on one quality indicator at a time, ie. falls, pressure ulcers, or patient satisfaction
- Ignite staff involvement by concentrating on positive results
- Celebration of milestones
- Signs in public areas throughout the unit updated daily
- Quality board



Outcomes:

After this initial success to improve the fall rate through data transparency, staff was receptive to the idea of a Quality 'Visibility Board,' in which a multitude of key patient satisfaction and quality outcomes are identified in an 'on-stage' public area, along with a benchmark goal and the unit's most recent scores.

Implications:

The evidence based strategies shared can be replicated to positively impact nurse sensitive quality outcomes by teaching bedside staff to be accountable for their scores and use the data to formulate plans of correction.

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