



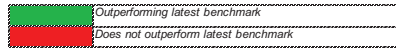
Developing a Nursing Scorecard Using the National Database of Nursing Quality Indicators®: A Canadian Hospital's Experience

Jane Merkley, Nely Amaral, Maya Sinno, Tanaz Jivraj, William Mundle and Lianne Jeffs

Figure 1.

Corporate NDNQI® nursing scorecard

Nursing Scorecard



| Domain | Indicator | 17/18 | | | | Latest Benchmark | Benchmark Source | Outperforming Benchmark |
|--|--|-------|-------|-------|------|------------------|--|-------------------------|
| | | Q1 | Q2 | Q3 | Q4 | | | |
| Nurse-Sensitive Indicators (Patient Outcomes) | Number of patients with Hospital-Acquired Pressure Injuries stage 2 and above | 10.00 | 8.00 | 11.00 | 4.00 | N/A | None | - |
| | Percent of Surveyed Patients with Hospital-Acquired Pressure Injuries (stage 2 and above) | 4.08 | 2.47 | 4.28 | 1.68 | 1.19 | NDNQI: Magnet Hospitals 50th percentile | 0 out of 8 |
| | Falls with injury (per 1,000 patient days) | 0.24 | 0.41 | 0.29 | 0.20 | 0.39 | NDNQI: Magnet Hospitals 50th percentile | 3 out of 8 |
| | Falls with injury (number of patients) (inpatient) | 7.00 | 12.00 | 9.00 | 6.00 | N/A | None | - |
| | Falls with injury (per 1,000 patient visits/cases) | 0.05 | 0.02 | 0.02 | 0.02 | 0.03 | NDNQI: Magnet Hospitals 50th percentile | 6 out of 8 |
| | Falls with injury (number of patients) (outpatient) | 2.00 | 1.00 | 1.00 | 1.00 | N/A | None | - |
| | Percent of patients with physical restraints (Limb and Vest) | 0.38 | 1.16 | 0.74 | 1.19 | 1.47 | NDNQI: Magnet Hospitals 50th percentile | 8 out of 8 |
| | Number of patients with physical restraints (Limb and Vest) | 0 | 0 | 0 | 0 | N/A | None | - |
| | Catheter-Associated Urinary Tract Infection (CAUTI) per 1,000 catheter days | 2.53 | 3.51 | 1.30 | 3.19 | 0.79 | NDNQI: Magnet Hospitals 50th percentile | 0 out of 8 |
| | Catheter-Associated Urinary Tract Infection (CAUTI) (number of patients) | 8.00 | 10.00 | 4.00 | 8.00 | N/A | None | - |
| Patient Experience Indicators (Patient Satisfaction) | Percent of Peripheral IV Sites with Infiltrations (NCLJ) | 0 | 0 | 0 | 0 | 0 | NDNQI: Magnet Hospitals 50th percentile | 8 out of 8 |
| | Number of Peripheral IV Sites with Infiltrations (NCLJ) | 0 | 0 | 0 | 0 | N/A | None | - |
| | Pain management: During this hospital stay, how often did the hospital staff do everything they could to help you with your pain? | 72.9 | 75.6 | 69.7 | 75.0 | TBD | National Research Corporation Canada | - |
| | Courtesy and respect: During this hospital stay, how often did nurses treat you with courtesy and respect? | 77.2 | 74.7 | 76.9 | 75.4 | TBD | National Research Corporation Canada | - |
| Nurse Outcomes | Education: During this hospital stay, how often did nurses explain things in a way you could understand? | 64.3 | 66.4 | 67.0 | 65.6 | TBD | National Research Corporation Canada | - |
| | Responsiveness: During this hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it? | 53.2 | 52.1 | 54.1 | 53.1 | TBD | National Research Corporation Canada | - |
| | RN survey score - 2015 NDNQI | N/A | N/A | N/A | N/A | 3 of 4 | NDNQI: Magnet Hospitals 50th percentile | - |
| | Percentage of RNs completing annual mandatory e-learning | N/A | N/A | N/A | N/A | 80 | Internal | - |
| Nurse Outcomes | Total number of injuries resulting in work-related lost time (Musculoskeletal only) | 0.0 | 0.0 | 0.0 | 0.0 | 9.7 | Workplace Safety and Insurance Board (RN Grouping) | - |
| | # Sharps Injuries for all RNs | 8.0 | 4.0 | 8.0 | 9.0 | N/A | Internal | - |