



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

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Table 2.

The Advisory Board Company competencies for managers:
examples of role development activities for interns

Domain	Indicator
Nursing-sensitive indicators (patient outcomes)	<ul style="list-style-type: none"> • Percentage of surveyed patients with hospital-acquired pressure ulcers • Number of patients with hospital-acquired pressure ulcers stage 2 and above • Falls with injury (per 1,000 patient days) • Falls with injury (number of patients) (inpatient) • Falls with injury (per 1,000 patient visits/cases) • Falls with injury (number of patients) (outpatient) • Percentage of patients with physical restraints (limb and vest) • Number of patients with physical restraints (limb and vest) • Cather-associated urinary tract infection (CAUTI) per 1,000 catheter days • Cather-associated urinary tract infection (CAUTI) (number of patients) • Percentage of peripheral IV sites with infiltrations (NICU) • Number of peripheral IV sites with infiltrations (NICU)
Patient experience (patient satisfaction)	<ul style="list-style-type: none"> • Pain management: during this hospital stay, how often did the hospital staff do everything they could to help you with your pain? • Courtesy and respect: during this hospital stay, how often did nurses treat you with courtesy and respect? • Education: during this hospital stay, how often nurses explain things in a way you could understand? • Responsiveness: during the hospital stay, after you pressed the call button, how often did you get help as soon as you wanted it?
Nurse outcomes	<ul style="list-style-type: none"> • RN survey score – 2015 NDNQI • Percentage of RNs completing annual mandatory e-learning • Total number of injuries resulting in work-related lost time (musculoskeletal) • Number of sharps injuries for all RNs