

Patients First! Engaging the Hearts and Minds of Nurses with a Patient-Centered Practice Model - Figures

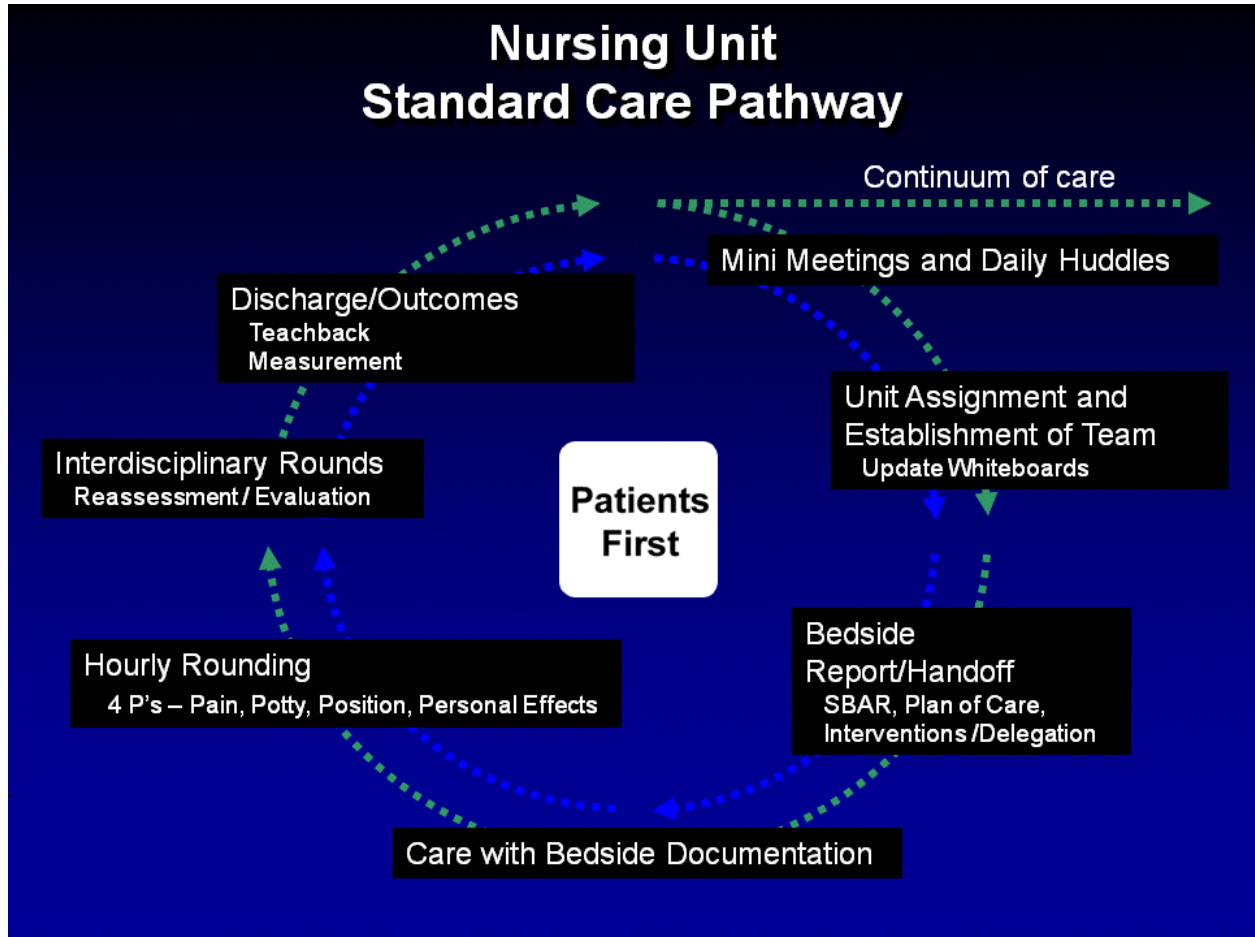


Figure 4a: Standard Continuum of Care Pathway

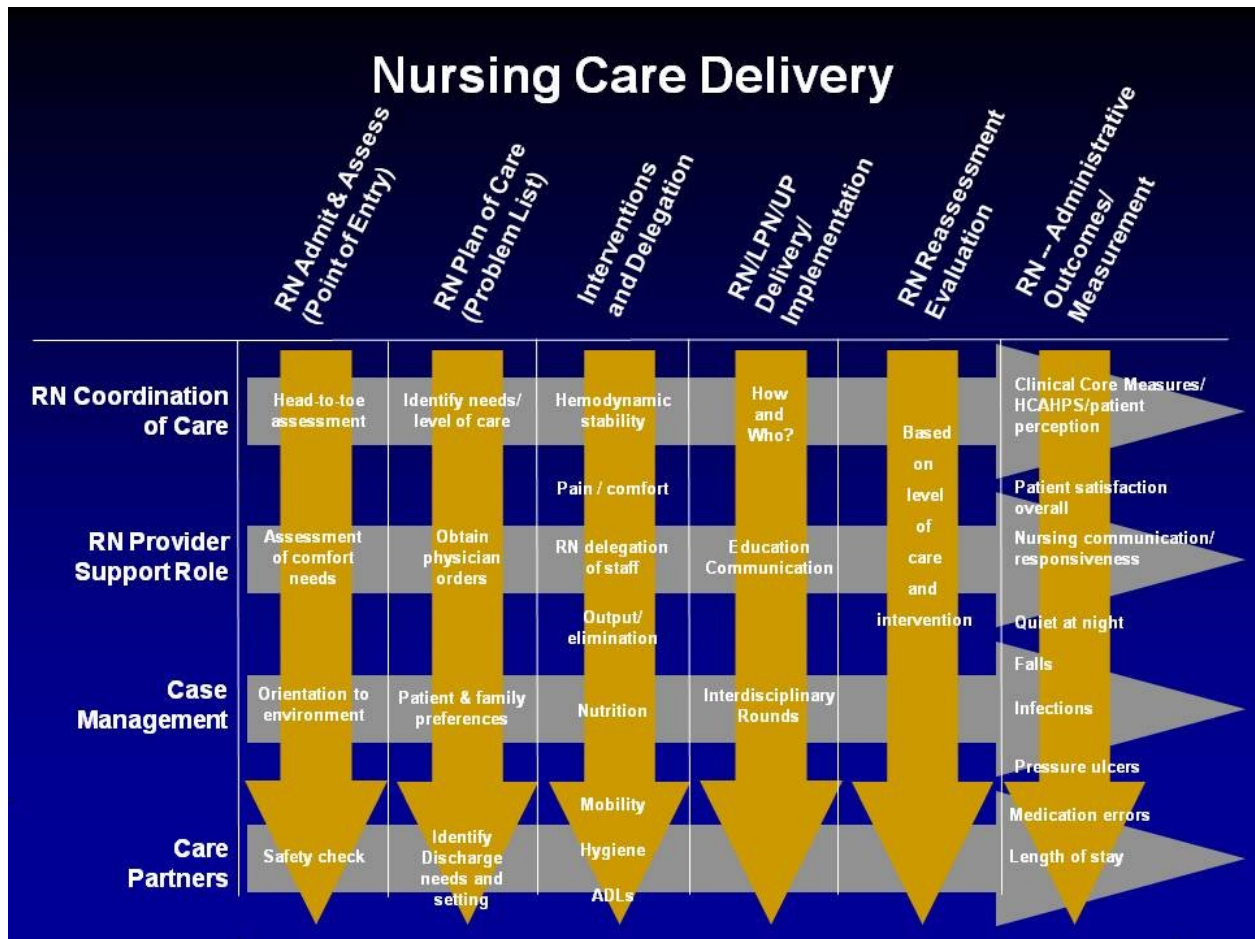


Figure 2. Nursing Care Delivery

Nursing Dashboard Examples

Cleveland Clinic
Nursing Specific Core Measures - Hospitals
July 2009

Core Measure	Met	Not Met	CC	CC	ASH	ENC	FWY	HL	NUR	LAK	LIT	MMF	SPT	WES
AMI ASA at Arrival	98%	2%	98.7%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	98.9%
AMI ASA at Discharge	97%	3%	98.0%	100.0%	100.0%	99.8%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.5%
AMI Smoking Cessation	14%	86%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	14.0%
ICU Infections	7%	93%	90.8%	95.0%	80.0%	100.0%	83.3%	86.0%	100.0%	100.0%	97.2%	100.0%	100.0%	89.7%
ICU Smoking Cessation	31%	69%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	31.0%
PA ATE Infection of Hospitalized Patient	67%	33%	97.2%	100.0%	78.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	67.0%
PA ATE Infection of Hospitalized Patient	61%	39%	94.7%	100.0%	82.0%	100.0%	95.0%	84.2%	100.0%	100.0%	100.0%	100.0%	100.0%	61.0%
PA Blood Culture	98%	2%	98.7%	100.0%	100.0%	100.0%	100.0%	97.0%	100.0%	100.0%	100.0%	100.0%	100.0%	97.8%
PA Performance of Urinary and Respiratory Cultures	41%	59%	98.0%	100.0%	80.0%	100.0%	84.7%	73.0%	100.0%	100.0%	100.0%	100.0%	100.0%	41.0%
PA Smoking Cessation	6%	94%	94.2%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	6.0%
SI Appropriate Rate Reduced	95%	5%	98.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	100.0%	95.0%
SI Cardiac Temp of Catheterized Urinary Catheter	94%	6%	95.0%	100.0%	100.0%	100.0%	100.0%	97.3%	100.0%	100.0%	100.0%	100.0%	100.0%	94.0%
SI Proprietary Wound CI for groin and Chest	90%	10%	92.2%	97.0%	100.0%	98.0%	100.0%	94.7%	100.0%	99.0%	100.0%	100.0%	95.0%	90.0%
SI Proprietary Wound CI for other	94%	6%	94.0%	98.0%	100.0%	100.0%	100.0%	95.7%	100.0%	100.0%	100.0%	100.0%	95.2%	94.0%

Cleveland Clinic
Cleveland Clinic Nursing Institute - CC - Scorecard
Business Review Deck - July 2009

Performance Metric	Identify Results				YTD Results			
	Owner	Jan	Jul	Target	Actual	Target	Variance	
Patient Experience (CAHAP)								
Nurse Communication		71%	74%	74%	0%	75%	74%	1%
Pain Management		70.0%	64.0%	69.0%	(0.0%)	69.0%	69.0%	(0.0%)
Responsiveness		53.0%	54.0%	60.0%	(0.0%)	60.0%	60.0%	(0.0%)
Quiet at Night		47%	52%	52%	1%	54%	52%	2%
Rate Hospital		74%	75%	63%	12%	71%	63%	8%
Recommend Hospital		79%	79%	67%	12%	75%	67%	8%
Quality (Core Measures) / Patient Safety								
AMI ASA at Arrival		92.0%	94.0%	100.0%	(0.0%)	94.0%	100.0%	(0.0%)
AMI ASA at Discharge		88.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
AMI Smoking Cessation		94.0%	96.0%	100.0%	(0.0%)	96.0%	100.0%	(0.0%)
ICU Ate Infection		92.0%	96.0%	100.0%	(0.0%)	94.0%	100.0%	(0.0%)
ICU Smoking Cessation		100.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
PA Pharmaceutical Screening		95.0%	97.0%	100.0%	(0.0%)	99.0%	100.0%	(0.0%)
PA Blood Culture		100.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
PA Smoking Cessation		97.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
PA ATE with E Test		92.0%	95.0%	100.0%	(0.0%)	97.0%	100.0%	(0.0%)
PA ATE with E Test		97.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
PA Infection Screening		99.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
SI Proprietary Wound CI for groin and Chest		100.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
SI Proprietary Wound CI for other		100.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
SI Card Surg w/ASA Serum Glucose		95.0%	97.0%	100.0%	(0.0%)	96.0%	100.0%	(0.0%)
SI Appropriate Hair Removal		100.0%	100.0%	100.0%	(0.0%)	100.0%	100.0%	(0.0%)
Hand Hygiene		91%	91%	90%	1%	95%	90%	5%
Respirator Use Prevalence		5.0%	5.1%	5.3%	1.2%	5.0%	5.3%	0.3%
Respirator Prevalence		6.5%	6.3%	4.9%	(0.5%)	4.7%	4.9%	0.2%
Falls with Injury		2.4	0.7	0.9	0.1	0.8	0.9	0.2
# of Falls per 100 Patient Days		2.0	1.0	2.0	1.0	1.0	2.0	1.0

Nursing Institute - HPPD (1) - YTD Current Month 2009

Total Direct Care YTD	2009 Budget							YTD Oct							Variance			
	Ann Pt.	ADC	Dir HPPD	Dir Prod FTEs	Repl %	Non Prod FTEs	Total Dir FTEs	Ann Pt.	ADC	Dir HPPD	Dir Prod FTEs	Repl %	Non Prod FTEs	Total Dir FTEs	ADC	Dir HPPD	Dir Prod FTEs	Total Dir FTEs
	Days	(3)	(2)					Days	(3)	(2)								
ICU Total	48,010	131.5	18.4	425.8	13.7%	58.3	484.1	46,015	151.4	18.0	476.9	11.2%	53.4	530.3	19.8	(0.4)	51.0	46.2
Stepdown Total	126,148	345.6	10.2	617.0	13.7%	84.5	701.5	95,403	339.9	11.0	605.4	9.7%	58.7	664.1	(5.7)	0.9	(11.6)	(37.4)
RNF Total	130,261	356.9	8.9	555.3	13.7%	76.1	631.3	113,731	374.1	9.4	618.7	10.1%	62.5	681.2	17.2	0.6	63.4	49.8
PCH Total	23,532	64.5	13.0	146.8	13.7%	20.1	166.9	22,111	75.0	13.4	170.2	13.5%	23.0	193.1	10.5	0.4	23.4	26.2
Behavioral Health Total	4,374	12.0	13.7	28.8	13.7%	4.0	32.8	4,333	14.3	12.9	32.2	14.0%	4.5	36.7	2.3	(0.8)	3.3	3.9

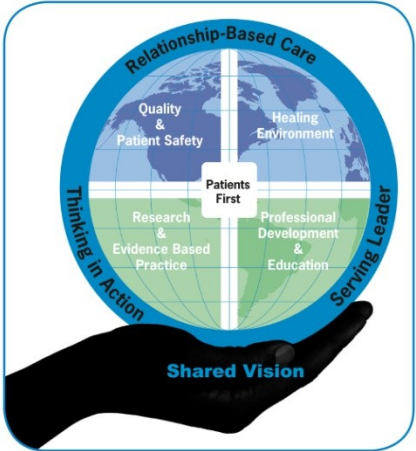
Figure 4: Nursing Dashboard

QUALITY & PATIENT SAFETY

- National quality indicators
- Performance improvement
- Safe clinical care supported by appropriate staffing
- Competent workforce
- Skilled communications and handoff across the continuum of care
- Change management
- Safe staffing
- Fiscally responsible
- Ongoing Measures

RESEARCH & EVIDENCE-BASED PRACTICE

- Evidence-based clinical practice and management
- Nursing Knowledge
 - Generation
 - Translation
 - Dissemination
- Innovation
- Clinical inquiry
- Standardization
- Integrate technology
- Care delivery using the nursing process



HEALING ENVIRONMENT

- Empathetic, respectful, compassionate and holistic care
- Effective communication and relationship management
- Patient and family centered care
- Shared effective decision-making
- Interdisciplinary collaboration
- Embrace diversity
- Leverage technology to support practice
- Culturally sensitive
- Patient experience

PROFESSIONAL DEVELOPMENT & EDUCATION

- Successful on-boarding
- Competency
- Clinical Ladder
- Certification
- Leadership skills
- Shared Governance
- Academic partnership
- Elevate the professional image of nursing
- Involvement in professional organizations and communities
- Life-long learning

Figure 5: Nursing Practice Model Brochure-Interior



Nursing Unit Care Pathway for Example

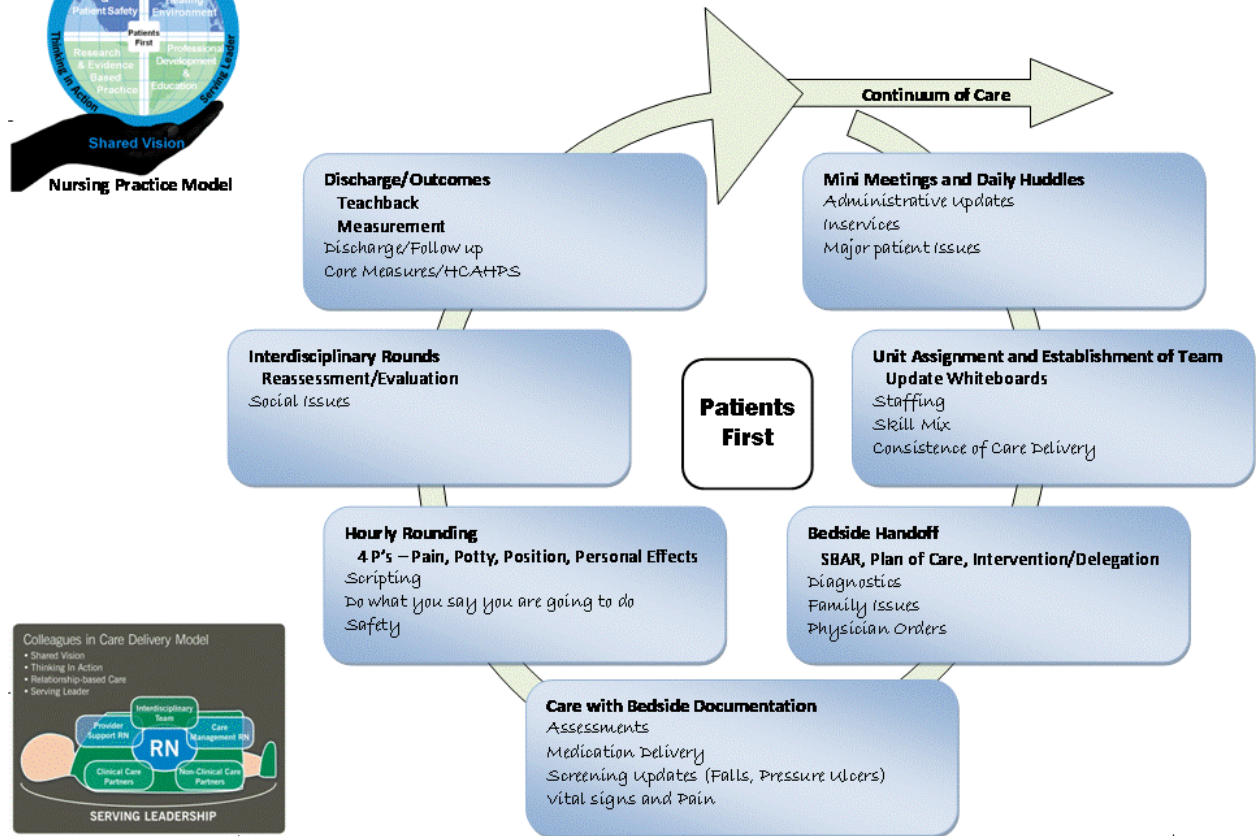


Figure 6: Care Pathway Form Example