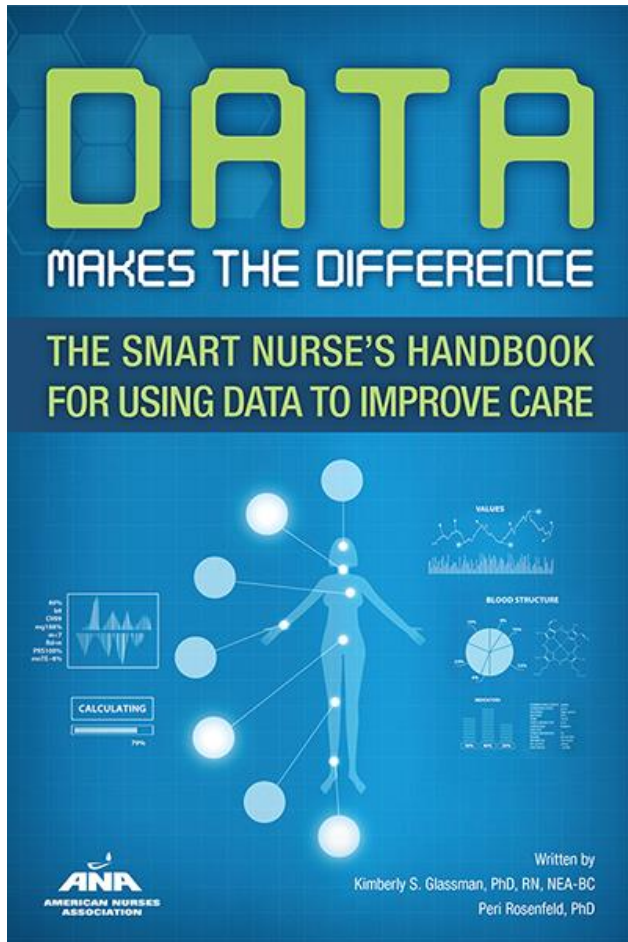


Contents – **Data Makes the Difference:**  
The Smart Nurse's Handbook for Using Data to Improve Care  
Kimberly S. Glassman, PhD, RN, NEA-BC & Peri Rosenfeld, PhD



**Chapter 1. History, Background, and Introduction**

The Institute of Medicine Reports: Pioneering Work on Quality and Safety in Health Care

Other Seminal Reports: Carnegie Study on Nursing Education Quality and Safety Education for Nurses (QSEN)

Nurses are Key to Quality

**Chapter 2. Quality Data: Definitions, Measures, and Metrics**

What is Quality Data and Quality Measurement?

Donabedian: A Useful Model for Thinking About Types of Data and the People Who Use Data for Nursing Practice

Comparing Apples to Apples: Standardized Definitions and Shared Metrics Related to Quality

Types of Data and Measures of Nursing Quality

New Clinical Measures in 2014

**Chapter 3. Utilizing Data to Inform Patient Care and Track Outcomes: Answering the Question, How Are We Doing?**

Learning from Other Industries

Dashboards, Scorecards, Targets, and Benchmarks

Clinical Decision Support Systems

Relevance for Clinical Nurses and Leaders

**Chapter 4. Future Directions in the Use of Quality Data: Electronic Health Records, Telehealth and eMeasures**

Electronic Health Records and Meaningful Use

Beyond EHR: Computerized Provider Order Entry, Barcodes, and Decision Support Systems

Technological Innovations and Measuring Nursing Quality Processes and Outcomes

eMeasurement and Nurse-sensitive Indicators

Big Data

States Invest in Health Information: The Case of New York State's HEALNY programs

Future Directions: Telehealth and Personal Digital Assistants

**Chapter 5. How Nurses Lead through Data Use and Interpretation: Insights from the Chief Nurse**

Nursing's Role in Preventing Hospital-Acquired Conditions

Catheter-Associated Urinary Tract Infections (CAUTI)

Falls Prevention

Maternity Measures

Care Coordination

Magnet Exemplars

Insights from the CNO: Summary of Key Points

Final Thoughts

**Appendix A. Unit Report Cards for Clinical Nurses to Improve Practice**

**References**

**Index**