

MAKING AN IMPACT WITH A NURSING IMPACT DASHBOARD



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PURPOSE

Accurate documentation on behavioral health (BH) patients helps minimize risks associated with errors, enhances patient safety, & ensures organizations are meeting regulatory requirements. To meet regulatory requirements, our hospital adopted a policy requiring audits on every BH patient, every day. These audits took 15-20 hours every week, and more for those patients missing documentation.

DESCRIPTION OF PRACTICE OR PROTOCOL

2017- Implementation of BI department
 BH unit partnered with a BI team member
 Processes discussed, improvement opportunities identified
 Weekly meetings intent on improving processes with a Nursing Impact Dashboard (NID)

SUMMARY OF SCIENCE-BASED EVIDENCE

Failure to accurately document in a patient's record is a deviation from the standard of care. The Electronic Health Record helps facilitate more comprehensive treatment plans & provides for a more holistic treatment of BH patients.

| STAFF | POST-PRN PAIN REASSESSMENT | BH PAIN ASSESSMENT (last rating = 0) | BH PAIN ASSESSMENT (last rating = 0) | EDMONSON FALL RISK | COLUMBIA SUICIDE RISK | DASA VIOLENCE RISK | AUDIT-C ASSESSMENT | ADVANCE DIRECTIVE ASKED | INFLUENZA VACCINE ASSESSMENT | 2 STRENGTHS - IDENTITY ASSESSMENT | HOMICIDAL IDEATION ASSESSMENT | TABACCO ASSESSMENT | NICOTINE REPLACEMENT MEDICATION | SUBSTANCE ABUSE ASSESSMENT | PSYCH HISTORY ASSESSMENT | ABUSE/TRAUMA ASSESSMENT | SELF-HARM/HARM TO OTHERS ASSESSMENT | TIMELY FLOWSHEET DOC | TIMELY MED ADMIN | BCMA SCANNING COMPLIANCE | PUMP PROGRAMMING COMPLIANCE | MAR OVERRIDDEN ALERTS |
|---------------|----------------------------|--------------------------------------|--------------------------------------|--------------------|-----------------------|--------------------|--------------------|-------------------------|------------------------------|-----------------------------------|-------------------------------|--------------------|---------------------------------|----------------------------|--------------------------|-------------------------|-------------------------------------|----------------------|------------------|--------------------------|-----------------------------|-----------------------|
| OVERALL BEST | 97% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 93% | 99% | 100% | 100% | 1.9 |
| GROUP AVERAGE | 70% | 97% | 96% | 97% | 96% | 97% | 98% | 98% | 91% | 99% | 100% | 99% | 97% | 98% | 99% | 98% | 99% | 63% | 96% | 99% | 92% | 4.8 |
| OVERALL WORST | 29% | 94% | 70% | 94% | 87% | 93% | 0% | 80% | 50% | 94% | 100% | 93% | 67% | 0% | 0% | 0% | 0% | 17% | 92% | 96% | 50% | 9.0 |
| CL RN | 86% | 99% | 100% | 99% | 99% | 99% | 97% | 97% | 97% | 100% | 100% | 100% | 100% | 98% | 98% | 96% | 100% | 91% | 96% | 100% | — | 3.8 |
| DS RN-BC, BSN | 84% | 100% | 100% | 100% | 98% | 99% | 90% | 100% | 100% | 100% | 100% | 100% | 100% | 94% | 100% | 100% | 100% | 89% | 96% | 99% | — | 4.4 |
| EE RN | 79% | 98% | 97% | 99% | 97% | 99% | 100% | 100% | 89% | 100% | 100% | 100% | 90% | 100% | 100% | 97% | 100% | 66% | 95% | 99% | — | 4.7 |

RELEVANCE TO PMH NURSING & RESULTS

Although the BH team was spending an inordinate amount of time each day on audits, the goal of the NID was to help the nurses be accountable to their documentation. The nurses were given access to the NID & were able to see how they compared to their peers. The NID:

- reduced audits by **100%**,
- improved medication scanning to **99%**,
- improved medication administration to **97%**,
- improved nursing documentation to **97%**.

CONTRIBUTIONS

904 MEDICATIONS ADMINISTERED
2 LABS COLLECTED

SAFETY

100% BCMA SCANNING COMPLIANCE
4.6 MAR OVERRIDDEN ALERTS

VALIDATION OF EVIDENCE

Once the NID was built, the BI & BH teams completed audits of the tool to ensure accuracy.

DISCLOSURE STATEMENT

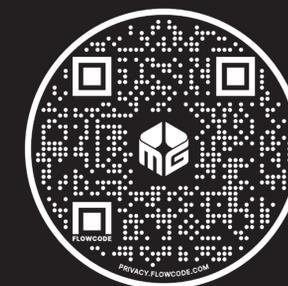
The author/presenter has no conflicts of interest to disclose

FUTURE IMPLICATIONS

The NID has greatly improved processes, but it is important to continue to stay vigilant & ensure documentation compliance

LEARNING OUTCOME

Describe the impact a nursing impact dashboard can have on documentation compliance.



Scan the QR code for Author contact information, notes, & references.