Advancing Improvement Accountability: The Development of a CNO Scorecard

IHI Annual Conference (Polancich, S., Poe, T., Williamson, J., Hackney, N.)

Purpose

• To evaluate the impact of technology for enhancing safe, timely, and accurate data reporting of improvement metrics.
• To evaluate quality improvement data competency among nursing leaders.

Methods

• Descriptive, observational improvement study.
• A business intelligence tool (BI) was used to develop a presentation layer for a Chief Nursing Officer (CNO) accountability scorecard.
• The scorecard was developed around the QSEN quality improvement competency specific to nursing sensitive measurement.
• Evaluation data were collected using both a focus group approach.

Institution/Participants

• UAB Medical Center Department of Nursing.
• Administrative Nursing Directors and Nursing Managers.
• Implementation date January 2017.

Evaluation

• Focus group feedback identified the themes of "user friendly", "single-source", "accurate quality and safety data", and "visual display" of information.

Discussion

• Early results of this technological strategy for advancing accountability for quality and safety have been positive.
• There will need to be additional testing of the tool for impact on long term outcomes.
• A demonstration of the tool will be provided for participant review.

Conclusions

• Using a CNO accountability scorecard is a method to advance competency for quality improvement and analytical skills in nursing leaders.

Background

• The Chief Nursing Officer (CNO) at the University of Alabama at Birmingham (UAB) identified an opportunity to improve nurse leadership numeracy and accountability for quality and safety outcomes.