

Data Driven Education for Front Line Staff

The Problem

We wanted to have meaningful use of data in frontline care. We continually use Quality and Safety audit data to identify compliance with process as well as gaps in nursing staff knowledge and want to effectively use these results to target our education toward identified problem areas.

Meaningful use has been defined as "using electronic health records to improve quality, safety, efficiency." (Health IT. gov.)

Aim/Goal

To provide real-time education and feedback derived from the monthly audits to correct substandard practice, thus supporting efforts to prevent harm and improve patient outcomes.

To monitor meaningful metrics and return compliance summaries that align to internal priorities, external reporting requirements and pay-for – performance initiatives.

The Team

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The Interventions

- The team' wanted to focus our audits on current new roll outs:
- We solicited input from staff and colleagues about the need to change the metric to assess new rollouts
- Added "yes with correction" to allow for real time staff training to reinforce correct practice
- On-going performance measurement and monitoring to assess effectiveness of education.
- It directs us to focus our resources where the need is the greatest.
Example: Changed metrics to assess new IHI fall bundle and new IV tubing and Curoc caps compliance.

The Results/Progress to Date

Metrics that were removed began with 30-45% compliance rate and with education improved to >99% and this was sustained over multiple quarters



Lessons Learned

We simplified the audit tool by removing those metrics we determined were above benchmark for the prior year and added the new IHI fall bundle and IV observations.

Next Steps/What Should Happen Next

- The Team will continue to:
- Monitor monthly audits for need to focus on metric for education
- Base our nursing practice decisions on real time audit information
- identify improvement opportunities through data