

Nursing-Sensitive Indicators

Introduction:

As defined by the ANA, “Nursing- Sensitive Indicators are those indicators that capture care or its outcomes most affected by nursing care.” These indicators have been defined due to the desire for data to show clear linkages between nursing interventions, staffing levels, and positive patient outcomes. The ANA is continuing this work of statistically testing the relationships between nurse staffing and specific patient outcome indicators through the National Database of Nursing Quality Indicators (NDNQI).

Major Points:

At MGH, we monitor all of the Nursing-Sensitive Indicators defined by the ANA.

- **Mix of RNs and Unlicensed Staff Caring for Patients in Acute Care Settings** – RN mix is calculated on a quarterly basis and sent to the NDNQI for comparison with other participating hospitals.
- **Total Nursing Care Hours Provided Per Patient Day** – Hours per patient day for RNs and unlicensed staff are calculated on quarterly basis and sent to the NDNQI for comparison with other participating hospitals. Data is also sent to Patients First for comparison to all hospitals in Massachusetts.
- **Pressure Ulcers** – MGH conducts a bi-annual Pressure Ulcer Prevalence Study. Data for the percentage of patients with hospital acquired pressure ulcers calculated and sent to Patients First for comparison to all hospitals in Massachusetts.
- **Patient Falls** – The rate of patient falls (rate per 1,000 patient days) is monitored and reported on a quarterly basis to the NDNQI for comparison with other participating hospitals. Data is also sent to Patients First for comparison to all hospitals in Massachusetts.
- **Patient Satisfaction with Overall Care**
- **Patient Satisfaction with Nursing Care**
- **Patient Satisfaction with Pain Management** – The indicators for satisfaction with overall care, nursing care, and pain management are measured through MGH’s participation in the Consumer Assessment of Health Care Providers and Systems (CAHPS) Patient Satisfaction Survey. Beginning in March 2008, reports will present our performance in relationship to other hospitals.
- **Patient Satisfaction with Educational Information** – The CAHPS survey also measures four indicators that deal with nurses communicating with patients about new medications and discharge needs.
- **Nosocomial Infection Rate** – The MGH Infection Control Department monitors monthly rates for infections such as MRSA, VRE, *c.Diff* and line-associated bacteremias.
- **Staff Nurse Satisfaction** – Staff Nurse satisfaction is measured through the annual Staff Perception of the Professional Practice Environment Survey.