

Chapter 19

Measuring and Managing Outcomes

Definitions

- Outcome
- Indicators
- Measures
- Nursing Sensitive Care Measures
- Common Data Elements
- Outcomes Management
- Management of Care
- Outcomes Research
- Comparative Effectiveness Research
- Nursing outcomes research

Outcome Indicators

- Patient focused
- Provider focused
- Organization focused

Indicators

- Valid and reliable measures related to performance
- Three aspects of quality:
 - Structure
 - Process
 - Outcomes

Measures

- Patient Safety Indicators (PSI)
 - Highlight safety-related adverse events

Nursing Sensitive Care Measures

- Assist in quantifying nursing's contribution to quality and safety
- Reflect nursing availability, attention, and nurses' clinical judgment.

Common Data Elements

- Variables that are operationalized and measured
- Research tool
- Elements that inform standardized formats for electronic health records

Outcomes Management

- Data are collected about outcomes.
- Trends are identified from data analysis.
- Variances are investigated.
- Potential service delivery changes are explored and selected.
- Changes are implemented and their impacts evaluated.

Management of Care

- Quality improvement
- Risk reduction

Types of Research

- Outcomes research
- Comparative effectiveness research (CER)
- Nursing outcomes research

Influences on Outcomes

- Outcomes related to the care delivery by clinical teams
- Actions of the entire multidisciplinary health team

Measurement of Outcomes

- Outcomes research can provide nurse leaders with evidence to guide decisions around resource allocation and ongoing monitoring of patient safety and quality care outcomes
- Correctly analyzed and interpreted local outcomes data help nurse leaders make evidence-informed decisions around creating healthier work environments and conditions for nurses to provide effective and efficient care resulting in positive outcomes and experiences for all

Elements of Outcomes Research

- Variable Selection
- Risk Adjustment

Leadership and Management Implications

- Outcomes research assists in building evidence-based practice
- Managers may struggle with determining what data indicate a need for action
- Use of tracking systems to monitor changes over time:
 - Dashboard
 - Balanced score card

Current Issues and Trends

- Mitigating cost-containment requests
- Population Health
- Management of Nursing Outcomes

Question #1

Nursing-sensitive indicators:

- A. Are used to make daily staffing decisions.
- B. Quantify nursing's contribution to quality and safety.
- C. Need to be developed to capture nursing's effect on care.
- D. Are only reported in the National Database for Nursing Quality Indicators.