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Developing a set of nurse-sensitive patient indicators

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Abstract
The measurement of nursing care is not a simple task. Largely because of the complexity of measuring nursing practice, there has been no collective agreement in Australia, or internationally, on a set of nursesensitive indicators that measures both the quality and safety of nursing practice. This presentation will describe a mixed methods research project that has addressed this gap. A conceptual framework for measuring the quality and safety outcomes of nursing practice has been developed. A modified Delphi survey was utilised to gather data and rank concepts based on their importance to a wide cross-section of direct care nursing staff from public and private healthcare organisations within Australia. The views of the recipients of nursing care were also sought as part of the conceptual framework development. Utilising the conceptual framework as a template, the empirical literature on nursing-sensitive outcomes was then interrogated to identify suitable indicators and measurement methods. Following analysis of data, existing indicators were assessed using the FAME scale of healthcare effectiveness for Feasibility, Appropriateness, Meaningfulness & Effectiveness (Pearson et al. 2005). Following this analysis a comprehensive indicator set for measuring the quality and safety outcomes of nursing care has been proposed. This indicator set complements the conceptual framework already described. The outcomes of this research project are: a conceptual framework that can be used to guide evaluation of the quality & safety outcomes of nursing care within any nursing environment; and an indicator set that will enable quality AND safety outcomes of nursing care to be measured.

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DEVELOPING A SET OF NURSE-SENSITIVE PATIENT INDICATORS

Mrs Jenny Sim,
Professor Patrick Crookes,
Professor Kenneth Walsh
Background to the research project

Prof Patrick Crookes

Prof Kenneth Walsh
Overview of the “State of the Science”
Why this research is required

• Builds on existing knowledge and attempts to address gaps in existing outcomes research

• Significant consequences of not doing this research

• Difficult & complex problem
Research Aims

The research aims were to:

1. develop a conceptual framework that describes nursing outcomes from a holistic perspective.
2. identify a set of indicators that could be used to measure the quality and safety of nursing practice.
Methodology

• Difficult & complex problem

• Many & varied approaches

• Constructivist, mixed methods approach using multiple phases
Phase 1: Development of a Conceptual Framework (Modified Delphi Survey)

Literature Review

Patient / Consumer Group Interviews

“Expert Nurses” Interviews

Thematic analysis of published conceptual frameworks
Phase 1: Development of a Conceptual Framework (Modified Delphi Survey)

Modified Delphi survey development

- Modified Delphi survey – Round 2
- Modified Delphi survey – Round 3
- Modified Delphi survey – Round 4
Phase 1 continued:
Development of a Conceptual Framework

- Care & Caring
- Communication
- Collaboration
- Safety
- Patient Characteristics
- Workload
- Nurses Work Environment
- Organisational Environment
Phase 2: Development of an Indicator Set

Template analysis: ‘a priori’ coding template

Interrogation of published empirical literature

Coding of concepts / indicators / measurement methods
Phase 2 continued: Development of an Indicator Set

- Analysis of coded data to identify indicators / measurement methods
- Application of ‘FAME’ to identify indicators for each conceptual category
- Mapping of set of indicators to conceptual framework
Conceptual Framework

A conceptual framework for the measurement of the quality and safety outcomes of nursing care
A conceptual framework for the measurement of the quality and safety outcomes of nursing care
Outcomes of the project
A conceptual framework for the measurement of the quality and safety outcomes of nursing care