

## Abstract

**Background and Purpose:** Due to varied data streams, nurses face challenges in retrieving uniform and actionable data, spending an extraordinary amount of time accessing multiple information systems in retrieval of nurse sensitive indicator (NSI) data. The purpose of this project was to streamline the process for communicating NSIs in a centralized, easily accessible, and more consumable platform.

**Methods:** This project followed a quality improvement (QI) design resulting in the creation of an end-user guided inpatient NSI dashboard at a major academic medical center. Recruitment of participants focused on end-users involved in data analysis and unit-based QI initiatives, mainly nurses who are Magnet Ambassadors. Interventions included gathering end user preferences for summative usability reports, presentations to clinical analytics, and dissemination to the Nursing Leadership Forum Nursing Clinical Quality Improvement Council and Magnet Ambassadors.

**Results:** A review of the new Performance Indicator Graph login data revealed steady increase in end-user views, printing of graphs and displays on units corroborated by the Magnet Ambassadors, and a review of internal data for High Focus units demonstrated further usage of the newly built dashboard.

**Conclusions:** Findings suggest the addition of the dashboard had an impact on data driven decision-making based upon positive feedback from end-users. Additionally, the dashboard optimized the accountability process for underperforming units and eased data analysis for all users.

**Implications:** More studies are needed to evaluate the impact a NSI dashboard has on process and patient outcomes. Future recommendations include gaining further buy-in from bedside nurses, and leveraging data analytics tools to include predictive and prescriptive data in addition to retrospective data currently included in the dashboard.

*Keywords:* Dashboards, healthcare data, analytics, nurse sensitive indicators, quality