



Service Priorities and Programmes
Electronic Presentations

Convention ID: 859

Submitting author: Ms Sally Yim Ping LO

Post title: Nursing Officer, PWH, NTEC

Standardization of Key Performance Indicator Display Board in PWH – a key step in quality patient care

Lo YPS (1), Lo WY (2), Chung TK (1), Tong CM (1), Ho PYB (1)

(1) Central Nursing Division PWH, (2) M&T PWH

Keywords:

Standardization

Key Performance Indicator

Display Board

Introduction

The display of Key Performance Indicator (KPI) clinical areas is essential to enable nurses to keep track of quality patient care for facilitating continuous quality improvement. There have been display boards of KPI in clinical areas of PWH for years.

Various presentations of data in different clinical areas were noted in the PWH standardization round in May 2017. After the discussion in a nursing meeting, standardization of the content and format of the KPI display board was recommended.

Objectives

To provide a standardized template on Key Performance Indicators display board of nursing services in clinical areas for enhancing the monitoring and benchmarking of the indicators.

Methodology

A working team conducted standardization round to all clinical settings to assess the content of the KPI board in May 2017 and drafted the standardized KPI template for comments. Team members discussed with clinical users to understand their needs and concerns. At the same time, they contacted hospital statistical officer to provide monthly data for users on inpatient occupied bed days for calculation. An excel template was drafted for clinical staff for easy calculation & ward visit was conducted to assess further concerns for calculation & collect feedback on the template. A pilot was conducted on 6 clinical settings to collect the comments from the template. A standardized KPI template was tailor-made and installed for each clinical setting in December 2017. Satisfaction for the improvement work was received from clinical users. They expressed that the template was simple and easy for understanding. The excel template facilitated the calculation of KPI.

Result

A standardized KPI display board with a common set of key performance indicators of nursing care has been developed in PWH in December 2017. The standardization facilitates the monitoring and benchmarking on the key performance indicators of

individual clinical area with data of PWH and Hospital Authority. The standardized items of KPI include patient fall rate, prevalence survey on physical restraint, prevalence survey on pressure injury & missing patient rate. The visualized data in KPI display board promotes the awareness of staff in quality nursing service for patient care. Quality improvement actions would be activated if necessary.