



Glossary of Terms

Unit Level Dashboard

Provides an overview of unit level quarterly data that visually tracks and trends key data.

NDNQI - National Database of Nursing Quality Indicators

The database we use to submit our **nursing sensitive indicators** quarterly. After submission NDNQI then converts our data into **rates** along with **benchmark** data. Goal of NDNQI is to provide participant hospitals with national comparative unit level data for use in quality improvement. At Phelps Hospital we use the comparison group - All hospitals

Nursing Sensitive Indicators

Reflect three aspects of nursing care: structure, process, and outcomes. ... Outcome indicators reflect patient outcomes that are determined to be nursing-sensitive because they depend on the quantity or quality of nursing care. These include things like pressure ulcers and falls.

Rates

A statistic to accurately measure performance. (I.e. Fall Rate - divide number of falls by the number of patient days or patient visits (ambulatory) *1000; HAPI Prevalence - divide number of HAPIs by the number of surveyed patients).

Benchmark

1a: something that serves as a standard by which others may be measured or judged a stock whose performance is a benchmark against which other stocks can be measured. b: a point of reference from which measurements may be made.¹ At Phelps Hospital we use the benchmark - All hospitals **mean**

Mean

The average of the numbers. The sum divided by the count.

Patient Satisfaction/Patient Experience

Surveys are distributed to our patients upon discharge. Press Ganey is the company that develops and distributes the patient satisfaction surveys. At Phelps Hospital we use the Top Box% as our measurement and benchmark to All Hospitals Top Box%. The Top Box score is the percentage of responses in the highest possible category for a question (e.g. percentage of "Very Good" or "Always" responses.)

¹ <https://www.merriam-webster.com/dictionary/benchmark>

² <https://nursingandndnqi.weebly.com/ndnqi-indicators.html>