Abstract

Background
Hospital leaders with a valuable quality performance monitoring tool are vital for improved safety and patient care. A pilot study evaluated the Dialysis Service Scorecard (DSS) among 12 regional hospital partners. The scorecard was designed, developed and piloted in phase I. In phase II, the DSS was evaluated using a survey to determine the usefulness and usability of the DSS.

Methods
In phase I the DSS was designed, developed and piloted. Five key Joint Commission metrics were assessed. Scorecard data collection, staff training, report building, and six-month outcomes were presented to the leadership team at the pilot facility. In phase II regional leader teams were surveyed to determine the DSS’s perceived usefulness and usability for monitoring safety metrics. The respondents (N=10): 3 nursing executives; 1 director; 3 nurse managers; 2 infection preventionists; 1 regulatory/quality coordinator. The findings of this study will help leaders to understand the perceived usefulness and use of a system before making a decision to implement.

Results
Phase I – DSS Presentation and Focus Group
DSS printed and presented to CNO, ACNO, and Director. DSS received positive feedback and its continued use was requested.

Phase II – DSS Survey on the DSS
Demographics
The respondents (N=10): 3 nursing executives; 1 director; 3 nurse managers; 2 infection preventionists; 1 regulatory/quality coordinator. Types of facilities: 7 respondents from urban facilities; 3 respondents from rural facilities; 1 respondent from facilities with less than 500 beds; 2 respondents from facilities with less than 200 beds; 1 respondent from an urban facility greater than 500 beds.

Perceived Usefulness and Perceived Ease of Use
The mean score was 4.4 out of 65 representing an overall (68.9%) positive view of the DSS as a useful and usable tool.

Conclusion
In conclusion, hospital leadership view scorecards as a positive addition to their management toolkits. Giving hospitals an easy-to-use tool that allows for month over month trending will create an atmosphere allowing easier identification of improvement areas, thus resulting in an overall advancement in quality patient care while improving the efficiency of the impatient dialysis program.

References

PICO Question
What is the perceived usefulness and usability of a “Dialysis scorecard” as part of a quarterly Dialysis Services Quality Report among hospital partners?