Key Term Review

- The **Beech study** examined the level of client satisfaction and nursing staff work satisfaction at an urban public hospital in the southwestern United States.
- **Benchmarking** includes measuring operational and clinical practices that lead to the best outcomes.
- **Client-centeredness** is a composite measure of when providers sometimes or never listened carefully, explained things clearly, respected what clients had to say, and spent enough time with them.
- The **DAWN study** was a cross-sectional survey of 13 countries that sampled individuals diagnosed with diabetes and examined client reports of treatment.
- The **Health Care Report Card Compendium** is a searchable directory of over 200 samples of report cards that are produced by a variety of organizations and that show formats for and approaches to providing comparative information on the quality of health plans, hospitals, medical groups, individual physicians, nursing homes, and other care providers.
- **Magnet status** recognizes the quality of nursing care but does not guarantee a safe nurse-to-client ratio or safe working conditions.
- The **National Asthma Education and Prevention Program** develops and disseminates science-based guidelines for the diagnosis and management of asthma.
- The **National Database of Nursing Quality Indicators** allows nursing leaders to compare information with other healthcare facilities and use quality improvement activities to improve effectiveness.
- The **National Healthcare Quality Report** examines and tracks the quality of health care in the United States, including effectiveness, client safety, timeliness, and client-centeredness.
- The **Shabrawy and Mahmoud study** in Saudi Arabia measured satisfaction with primary healthcare services.
- **State Snapshots** is an interactive Web-based tool, produced by AHRQ annually using data from the NHQR and NHDR, and is designed to help state officials and their public- and private-sector partners understand healthcare quality and disparities in their state.
- **Timeliness** is a measure of the percentage of emergency room visits during which the client left without being seen.

Leadership Development Exercises

- **Leadership Development Exercise 13-1**

Discuss the NHQR and NDNQI with at least three colleagues.

a. Strategize about at least three ways to improve healthcare effectiveness.
b. Try out one of your strategies in a real-life or hypothetical situation.
c. Present an oral report to a class or write a paper about your real or hypothesized findings.

■ Leadership Development Exercise 13-2

Give examples of healthcare outcomes research.

■ Leadership Development Exercise 13-3

Describe uses a nurse leader might make of the Health Care Report Card Compendium.

■ Leadership Development Exercise 13-4

Discuss how to use client registries to determine healthcare effectiveness.

■ Leadership Development Exercise 13-5

Describe disparities in healthcare provision.

■ Leadership Development Exercise 13-6

Discuss the four steps in the benchmarking process.

■ Leadership Development Exercise 13-7

a. Obtain permission from a nurse leader to interview at least three clients about the care they received.
b. Present your findings to at least three colleagues, and obtain feedback.
c. Decide on a strategy for presenting your findings to the nurse leader on the unit you surveyed.

■ Leadership Development Exercise 13-8

Debate the pros and cons of Magnet hospital accreditation with at least two other colleagues.

Optional: Write up the results, and submit it for publication.

Advanced Leadership Development Exercises

■ Leadership Development Exercise 13-9

Teach effectiveness measurement skills to at least three student nurses in an undergraduate leadership course or nurses on a unit team.

■ Leadership Development Exercise 13-10

Analyze a real or hypothetical benchmarking process.

Leadership Development Exercise 13-11

a. Formulate a problem statement for a nursing project related to demonstrating healthcare effectiveness.
b. Share your problem statement with at least three other colleagues, and obtain feedback.
c. Revise your problem statement based on the feedback you received.

Leadership Development Exercise 13-12

a. Design a research project related to demonstrating effective management.
b. Share your design with at least three other colleagues.
c. Obtain feedback, and revise your project based on what you learn.

Leadership Development Exercise 13-13

Design a registry to improve client care.

a. Download the AHRQ's handbook (see section on client registries).
b. Decide on the types of data sources to use.
c. Devise a plan to encourage client and healthcare provider participation.
d. Strategize about how to detect and use information about adverse events.
e. Decide on which ways to interpret data.
f. Design a plan for handling ethical and publication issues.
g. Develop a checklist for best practices.

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