

# Evaluating Success with NQuIRE

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## Why Evaluation is Important?

We can all agree that implementing best practices across an entire facility is no easy feat, but shouldn't a good plan and a motivated team be enough? Though these are very important aspects to success, unfortunately, they are not the only ingredients. The way that Best Practice Guidelines (BPGs) are implemented also affects the outcome. How do we know that the work we do is actually creating the outcomes that we want? Though the answer to this question is multifaceted, the overarching solution is simple: Evaluation.

According to the Registered Nurses Association of Ontario (RNAO), evaluation is a key component to achieving success in implementing practice changes. It is not just something that is done at the end of the process. Evaluation actually must start at the beginning and be a continuous, pro-active effort to monitor the impact of each change you make. In doing this, we can make informed decisions when altering or tweaking the implementation plans. We can continue those interventions that are working and stop those that are not before too much time or resources are wasted. Furthermore, understanding the reasons for successful implementation can also highlight areas of focus when designing an ongoing sustainability model for the interventions that are working.

## NQuIRE

To help Best Practice Spotlight Organizations (BPSO) evaluate their implementation processes, the RNAO has designed an exclusive evaluation program for them to use. It is called NQuIRE: Nursing Quality Indicators for

Reporting and Evaluation. The program was designed to collect data systematically, based on quality indicators as determined by the BPGs. Since the BPSO program spans across the world, it is also important to note that NQuIRE represents an international quality improvement initiative. The data that we input not only tells us how we are doing on an individual level, but also how we compare to similar facilities within our region, or even across the globe. As a BPSO, the Perley Rideau is expected to collect data monthly and input it on a quarterly basis.

## Quality Indicators

With all the practice changes and BPG implementation interventions that are occurring, it can be hard to know exactly what type of data we need to collect. It is also necessary to consider how the Perley Rideau has historically collected quality data. The methods in which data is collected can hinder or support practice changes as well. Fortunately, the RNAO NQuIRE system comes with a list of quality indicators that were created by the RNAO, which reflect the evidenced based information from the BPGs.

Quality indicators use data to measure the quality of care that residents are receiving. There are three main types of quality indicators that BPSOs utilize that help give a bigger picture of the many factors that influence care and quality.

**Outcome Indicators:** These measure a specific change that indicates achievement of the desired goal or outcome. Measuring the facility's resident falls rate, for example, is an outcome indicator. The goal of the Fall Prevention BPG team is to decrease the fall rate across the facility.

**Process Indicators:** These measure the quality of the processes in place that contribute to the overall final goal. This provides insight into whether interventions are working or not. For example, monitoring the quality and the compliance of the fall risk assessments done on new admissions is a process indicator.

**Structural Indicators:** These measure structural aspects of the facility. They give insight into external factors that may be affecting health outcomes. For example: employee turn-over rates or staffing ratios.