



QUALITY & RISK

Developing Measures of the Quality of Nursing Care

A major children's hospital was looking for a cost-effective method of regularly assessing their quality of nursing care without spending undue time observing each nurse. We developed a brief form requiring only 3-6 hours of observation per month to assess quality. The instrument was designed using domain sampling principles, thus ensuring that quality improvements were broad and not confined to a few narrow tracked indicators.

Evaluation Framework for an Acute Geriatric Medical Unit

A strategic planning process in a large community hospital identified the need for an acute medical geriatric unit. Working with the development team, and using information from the planning process, a framework was put in place to guide the ongoing formative evaluation of the unit.