The knowledge management team at NHS South East Coast worked with directors of nursing on the Safer, Smarter Nursing Metrics programme. This monitored a set of indicators regularly. Often the way the information was presented, as in this scorecard, made it difficult to interpret and understand whether the situation was improving over time

Matrons Scorecard

XXX = Non Submission

Specialties																		
2-weekly　　　　Wards	A	B	C	D	E	F	G	H	I	J	K	L	M	N	O	P	Q	R
Care Audit																		
Patients: no. audited	33	4	12	4	29	22	25	8	15	20	5	30	30	31	33	24		
Patient identification band in situ	all	all	all	all	all	2	all	all	1	all	all	all	all	all	all	all	xxx	xxx
Identification band completion check	all	all	all	all	all	2	all	all	1	all	all	all	all	all	all	2	xxx	xxx
Allergy sections completed	all	all	all	all	all	all	all	all	all	all	all	all	all	all	all	all	xxx	xxx
Identified pts have red wrist band	all	all	all	all	all	all	all	all	all	all	all	all	all	all	all	all	xxx	N/A
Entry in pt's healthcare records	all	all	all	all	all	all	xxx	all	1	all	all	all	all	all	all	all	xxx	N/A
Patient's info sheet fully completed	90	100	100	98	100	100	85	100	98.6	100	100	100	100	99	100	82.3	xxx	xxx
Resus trolley – daily check	y	y	N/A	y	y	y	y	y	y	y	y	y	3	y	y	y	xxx	xxx
Missing items replaced	y	y	N/A	y	y	y	y	y	y	y	y	y	3	y	y	y	xxx	xxx
Falls assessment completed	all	all	all	y	all	all	1	all	1	all	all	1	all	all	all	3	xxx	N/A
Falls - Care plan in place	all	all	1	1	all	all	4	4	4	all	all	1	all	1	2	3	xxx	N/A
Falls - Care plan signed and dated	all	all	1	1	all	all	4	4	4	all	all	1	all	1	2	3	xxx	N/A
MUST Tool completed	1	all	all	1	2	all	14	8	5	all	all	5	all	3	10	1	xxx	N/A
MUST - Food chart commenced	1	all	all	3	3	all	14	8	5	all	N/A	5	all	3	10	1	xxx	N/A
MUST - Pt referred to Dietician	1	all	1	3	3	all	14	8	5	all	N/A	5	all	3	10	1	xxx	N/A
Uniforms																		
Staff: no. audited	6	3	3	2	5	6	6	N/A	5	4	10	6	6	8	7	9	xxx	xxx
Nurses wearing uniform correctly	all	all	all	all	all	all	all	N/A	all	all	all	all	all	all	all	all	xxx	xxx

Safer, Smarter Nursing Metrics: trust dashboard

The observatory worked with trusts to develop a new ward-based nursing dashboard which provides a visual representation of performance against each indicator over time.

Wristbands — □ Not done　—○— % achieved

Nutrition: completion of MUST tool

Uniform compliance