Use this template and example to draw your own Frontline Dashboard.

**Frontline Dashboard Template**

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**Our Team’s Top Priorities**

**What’s** **How Are We** **What Are We Doing**

**Our Goal?** **Doing Now?** **to Get There?**

1

2

3

**Example Frontline Dashboard**

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**Our Team’s Top Priorities**

|  |  |  |  |
| --- | --- | --- | --- |
|  |  | **What’s** | **How Are We** |
|  |  | **Our Goal?** | **Doing Now?** |
| 1 | *Increase days* | *100 days* | *7 days* |
|  | *without falls* | *without falls* | *without falls* |
| 2 | *Increase % of patients* |  |  |
| *who rate communication* |  |  |
|  | *with nurses a 9 or 10* |  |  |
|  | *(out of 10)* |  |  |
| 3 | *Eliminate catheter-* | *Zero!* | *5 in October* |
|  | *associated UTIs* |  |  |

**What Are We Doing**

**to Get There?**

* + *Intensified toileting protocol for patients vulnerable to falls*
	+ *Use three-day teach-back*
	+ *Record discharge instructions for patients*
* *New protocol allows RNs to remove Foley catheters without physician order when appropriate*

Source: Nursing Executive Center, *The Nurse Manager’s Guide to*

*Improving Unit Outcomes,* Washington, DC: Advisory Board, 2016.

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Unit Priority Discussion Guide

Use this discussion guide to:

* Introduce your Frontline Dashboard to staff during a change-of-shift huddle or another scheduled meeting (Part 1)
* Remind staff about team priorities once a week during your change-of-shift huddle (Part 2)

Read over this Discussion Guide in advance and fill in any blanks. When you meet with staff, ensure they can see the Frontline Dashboard.

**PART 1**

**Introduce Your Frontline Dashboard to Staff**: 15 minutes

**Key points to cover:**

* *This is our Unit Dashboard. It displays the most important goals for our unit, and how we are performing on them.*
* *I figured out what to include on the dashboard by* [describe how you determined which prioritiesto display].
* *If something isn’t listed here, it doesn’t mean it’s not important. But these three goals should be considered higher priorities.*
* *I’m hanging this dashboard where you can see it on a regular basis. Every few weeks, we’ll check in together about which priorities are on the dashboard to make sure we’re all on the same page about where our unit needs to focus. You can also ask questions about why we need to focus here and what we’re doing as a unit to do better in these areas.*

Then ask: *Do you have any questions so far?*

* *Let’s spend a few minutes reviewing our unit’s current priorities. Those are the three numbered items I listed on the whiteboard today.*
* *The first priority is* [your first priority].

*In other words,* [describe the metric or priority in your own words or in a way that will be easier for staff tounderstand]*.*

* *The reason we care about this is* [explain why performance in this area is important].
* *So you can get a picture of how we’re doing in this area now, I’ve included our current performance*,[state current performance] *compared to our goal or ideal performance, which is* [state target performance].
* *There are a few things we’re already doing as a unit to improve and reach our goal. They are* [describethe initiatives already in place].

Source: Nursing Executive Center, *The Nurse Manager’s Guide to*

*Improving Unit Outcomes,* Washington, DC: Advisory Board, 2016.

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Ask: *Do you have any questions about why this is a top focus for our unit?*

Follow up with:

* *Is anyone surprised that this is a top priority?*
* *Is anyone not familiar with any of these things we can do to improve?*
* *Do you have any questions about how doing these things can help to improve performance in this area?*
* *Do you have any ideas for other things we can do, or do better, to improve our performance in this area?*

Repeat for the remaining priorities on your dashboard. After each priority, pause for any questions.

Wrap up:

* *I’ll update this board on a regular basis as our priorities change—for example, if we improve in one area over time, I may replace that priority with a new one. If that happens, I’ll make sure to explain the new priority.*
* *Please feel free to ask me questions about anything on this board at any time.*

**PART 2**

**Remind Staff About Unit Priorities:** 5 to10 minutes

Have this conversation with staff about a week after introducing the Frontline Dashboard.

**Key points to cover:**

* *Let’s turn to the whiteboard to review our top priorities.* [If your unit has made progress on one of the metrics:]
* *You can see our unit has made progress on one of these areas,* [state the priority] *Congratulations! We’re now closer to our goal of* [state target performance].
* Then ask: *What do you think has worked well?*
* Then ask: *Why do you think we haven’t reached our goal yet?* [If staff aren’t able to identify on their own why your unit hasn’t hit its target yet, ask:] *Do you have any ideas for other things we can do, or* *do better, to improve our performance in this area?*

[If there have been no changes in one or more priorities since the last time you reviewed them with your staff:]

* *These haven’t changed since the last time we reviewed them together. So, we’ll still need to focus on these areas, which are* [review the priorities]*.*

Then ask for each of these priorities:

* *Why do you think we’ve had trouble making progress?*
* *What can we do to make any of the things we’re doing to improve more effective?*
* *Do you have any ideas for what we can do better?*

Source: Nursing Executive Center, *The Nurse Manager’s Guide to*

*Improving Unit Outcomes*, Washington, DC: Advisory Board, 2016.