

Civility Index Dashboard

The Civility Index Dashboard or CID was created and copyrighted by Dr. Cole Edmonson, DNP, RN, FACHE, NEA-BC and Joyce Lee, MSN, RN at Texas Health Presbyterian Hospital Dallas. The CID was created as a tool for nurse leaders to assist them in understanding the level of civility in their unit, service line, or organization. The CID is a macro-micro tool utilizing metrics that are known to be sensitive and predictive of healthy work environments inclusive of civil relationships. The CID as a tool is still in early development with positive reliability and validity already demonstrated.

The CID is produced and distributed to leadership quarterly. The tool was created using the Sharepoint application.

Civility Index Dashboard Metrics

- Turnover
 - Intent to stay on the unit: NDNQI survey
 - Average tenure
 - Variance reports for incivility
 - Float Survey: The Heavenly Seven
 - Call in
- ◇ *Turnover* – data is collected using the existing measure from the human resource department – Monthly.
- ◇ *Intent to stay on the unit* – data comes from the NDNQI nurse engagement survey – annually.
- ◇ *Average tenure* – data is collected using the existing measure from human resource department – Quarterly.
- ◇ *Variance reports for incivility* – data is collected by the risk management department. – Quarterly.



Float Survey (the heavenly seven) – data is collected on the seven questions on the float survey by randomly selecting nurses who float in the organization 48 hours after the float experience. The float nurses include the float pool and unit based staff who are required to float. The data is collected using Survey Monkey.

Float survey questions:

- I felt welcome on the unit.
- Someone offered help when I needed it.
- If floated again, I would enjoy returning to this unit.
- I had the resources I needed to complete my assignment.
- I witnessed someone expressing appreciation to another for good work.
- Staff showed concern for my well-being.
- I received appreciation for my work.

