Application and Utilization of Executive Dashboards in Quality Assurance: LVH-M Family Health Pavilion.

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Application and Utilization of Executive Dashboards in Quality Assurance: LVH-M Family Health Pavilion

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BACKGROUND / INTRODUCTION

- Dashboard: a graphic representation of essential information that highlights an organization’s performance
- Results in leadership accessibility to data and enhances understanding of operational progress based on pre-set goals and best practices
- Purpose: Apply and utilize this method of quality improvement (QI) management to the new LVH-M Family Health Pavilion
- To visualize performance data and critical quality parameters on a single computer screen

METHODS

- Combination of patient exit surveys and existing volume data
- Emphasis on goal alignment, transparency, trend identification, and increased efficiency
- Linking objectives to drivers to metrics

Quality Objectives: Increase Patient Satisfaction Improve Birthing Experience
Drivers: Quality of Care Available Amenities
Metrics: Survey Responses
Sample population: ~65% of patients: organized by day of discharge

RESULTS

- Survey Response Analysis, utilization, and executive response
  - Live Feedback to ensure uninterrupted, exceptional patient care
  - Utilization of SharePoint software for collaboration and transparency
  - Opportunity to view individual data points for the formulation of P-charts

FUTURE DIRECTION

- Future metric possibilities:
  - Security (Code pinks, etc.)
  - Consideration of confounding variables
    - How does attire affect reliability of responses?
  - Longevity
    - Transferability
      - Holding data sources accountable for monthly updates
      - Continuation of MBU exit survey

References: