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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:
