

# 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

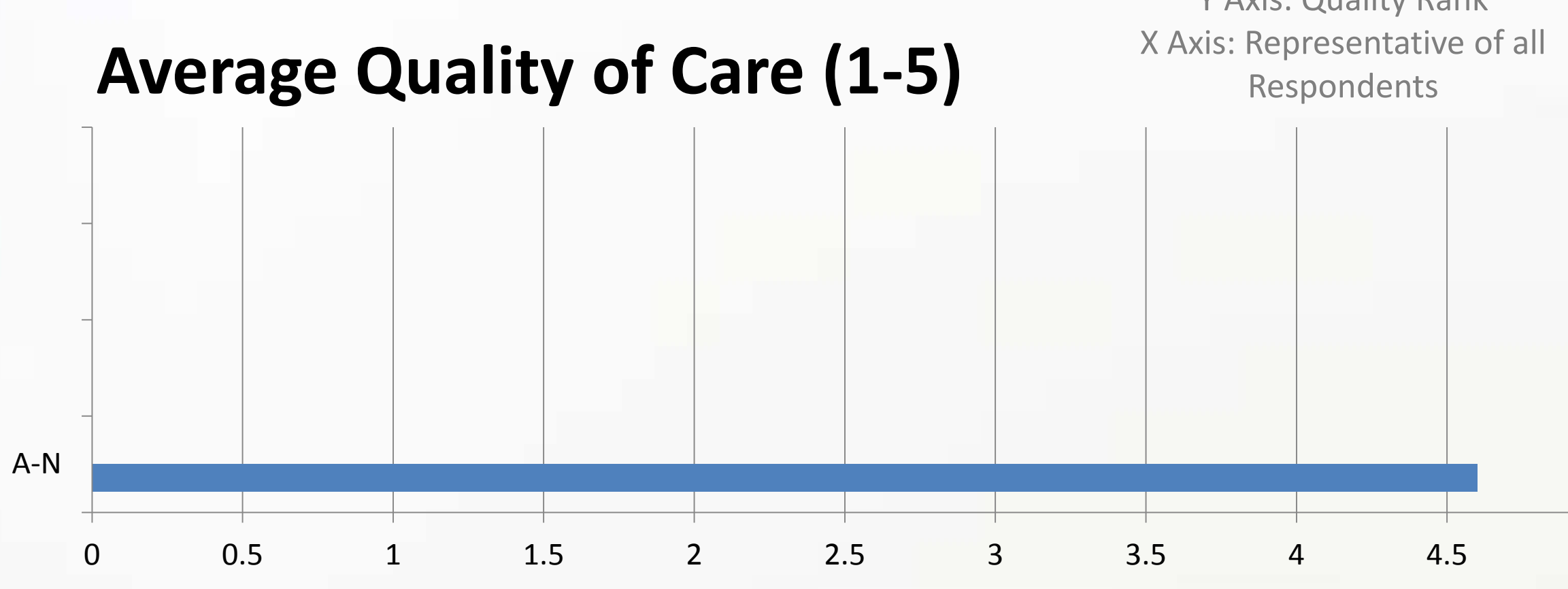
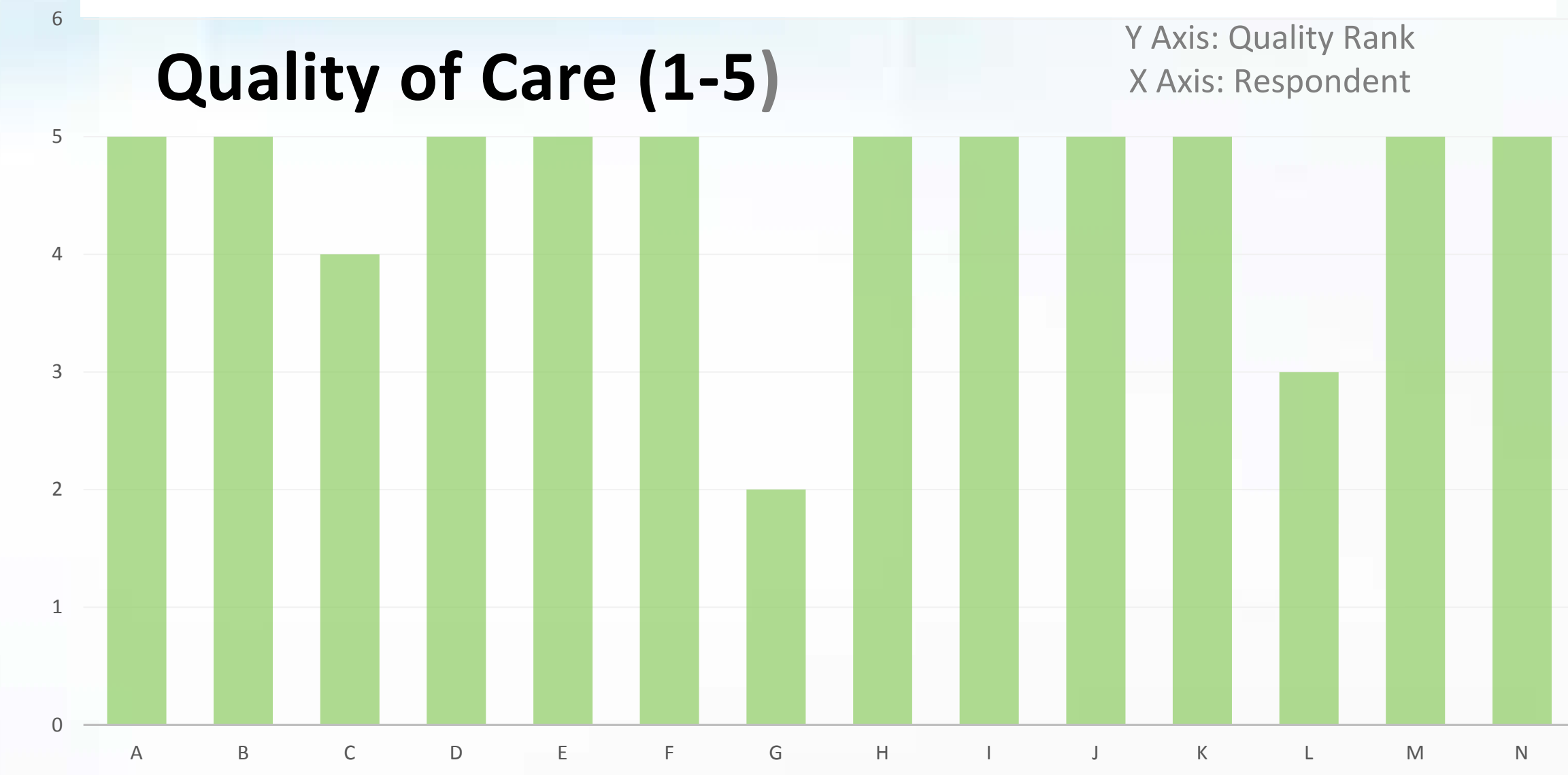
- Combination of patient exit surveys and existing volume data
- Emphasis on goal alignment, transparency, trend identification, and increased efficiency
- Linking objectives to drivers to metrics



- Metrics:
- 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



Category	Benchmark	Goals	FY'18 DATA												
			June 21-30	July	Sept	Oct	Nov	Dec	Jan	Feb	Mar	Apr	May	June	Total
<b>1. Prenatal Education - Deanna Shisslak</b>															
Percent Enrollment		40%	A: 1	A:	A:	A:	A:	A:	A:	A:	A:	A:	A:	A:	A:
Reason for Non-enrollment (A-F)	/	/	B: 1	B:	B:	B:	B:	B:	B:	B:	B:	B:	B:	B:	B:
What would have attracted you (A-D)	/	/	C: 6	C:	C:	C:	C:	C:	C:	C:	C:	C:	C:	C:	C:
			D: 7	D:	D:	D:	D:	D:	D:	D:	D:	D:	D:	D:	D:
<b>2. Gift Shop - Patrick Hatil</b>															
<b>3. Cafe - Rob Irving</b>															
<b>4. Labor &amp; Delivery -</b>															
Labor Experience Satisfaction (y/n - %)		90%	89%												
Labor Induction Rate		/													
<b>5. NICU -</b>															
Breastmilk Incidents (including MBU)		0													
Unit Admissions		/													
<b>6. MBU</b>															
Preparedness upon discharge (y/n - %)		95%	100%												
Breastfeeding (y/n - %)		90%	78%												
<b>7. OR/PACU - Jodi Koch</b>															
C-Section Births (%)		/													
Time from PACU to MBU		/													
<b>8. IRC</b>															
Admissions		1													
Therapeutic Courtyard Usage		/													
Facility Recommendation (y/n - %)		90%	100%												
<b>9. PNU</b>															
Percent Prenatal Discharge		/													
Gestational Age at Time of Discharge		/													
<b>10. Overall Quality &amp; Satisfaction</b>															
Avg. Quality of Care (1-5)		4.8	4.8												
Number of Preterm Births (<37wks.)		4													
Total Deliveries		27													
Gestational Age at Time of Delivery (Avg.)		/													
<b>11. Play Center</b>															
Total Volume/Month		/													
Average age of child		/													
Department (destination)		/													

## 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

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