Dashboards for ED data solutions

Initiative Type

Data Collection

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Deliver

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Summary

Logan Hospital Emergency Department (ED) has developed several data capture solutions to enable informed analysis of its functioning, capacity, presentations, growth predictions, clinical incidents and daily operations.
The information captured in these dashboards is used to inform model of care redesign, quality improvements, risk identification and escalation and clinical incident management.

The Business Practice Improvement Officer at Logan ED developed the dashboard so that growth predictions and analysis could help the team plan for future models of care and capacity management.

There are plans to expand the dashboard displays to digital consumer information displays throughout the department.

Key dates

Mar 2021

Implementation sites

Logan Emergency Department

Key Contacts

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Aim

- to improve staff engagement in Key Performance Indicators (KPI) with transparent data and

information
- to inform risk escalation and focus quality improvement efforts on areas that have been identified through data analysis as needing a targeted focus
- to engage with the executive on detailed information including capacity, presentations across the HHS, flow, operations and clinical incidents

Benefits

- early identification of emerging risks
- data-informed model of care redesign
- staff engagement in ED functioning
- transparency of information for staff

Background

The Logan Hospital Emergency Department decided it needed to better understand areas of strengths and challenges and to inform future planning with data informed methodology.

Solutions Implemented

All dashboards are completed daily except for the Clinical Incident Dashboard, which is completed monthly:

- EAGLE Dashboard - identifies flow and analysis
- Capacity Dashboard - identifies presentations vs bed capacity
- Presentations across HHS Dashboard
- Clinical and Operational Dashboard
- National Standards Clinical Incident Dashboard

Evaluation and Results

Dashboard evaluation takes place in an ongoing manner - usually daily - with formal review and

refinement each month. As a result of constant evaluation new dashboards are frequently being developed to improve transparency and inform care delivery.

Lessons Learnt

- Developing dashboard/data solutions using a co-design method with end users ensures engagement and buy-in when using on a day to day basis.
- Collect a wide range of data from the start, as it is easier to only demonstrate specifics from a large data set than to re-capture data in retrospect.
- Be flexible in design and implementation phases, a Plan-Do-Study-Act (PDSA) cycle will be helpful in refining the project over time in collaboration with stakeholders.

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