Problem Statement: In the current healthcare environment, everyone is being asked to do more with less. Accreditation committees and insurance companies are increasingly using population management information to evaluate physicians and practices but many academic centers are not optimally using aggregate performance data to improve these metrics and educate the next generation of physicians.

Aim: To create an online quality dashboard for a mixed attending/resident practice. This

Interdisciplinary Team: Content experts, Providers (Attendings, Residents and NPs), EHR/IT Programmers, Practice Leadership

Ongoing/future work:

The reports are currently received monthly and have to be manually converted into a graphing format and uploaded onto the website. The goal is to convert to a format that allows for the data to be updated automatically so providers can access completely current information without the need for additional labor.

All 21 reports are routinely monitored by the quality director who looks for unexpected trends. In addition, the providers whose metrics are outliers are identified and approached. Each displayed metric on the dashboard will have an assigned provider champion tasked with coordinating initiatives and launching PDSAs.

Summary:

An online quality dashboard is a powerful tool for increasing awareness and simplifying data distribution. Ours was launched incurring only programming costs. Providers can compare themselves with peers and see specific patients in need of interventions. Quality leaders can identify and target outliers and track the results of system interventions. To deploy this strategy, the quantity and quality of information needs to be successfully controlled. This is not always immediately obvious or easy to accomplish.