

## BACKGROUND

Timeliness of data tracking and real-time feedback is key to driving changes and quality improvements in busy hospital environments. In our current setting, data tracking is performed manually by analysts. This tedious process is time consuming and requires need for manual error checking, and therefore the final reports are often generated months later after several rounds of reviews. The current method is labour intensive and result in significant time lapse between actual performance and feedback. By automating data capture and reporting, we could potentially minimize the time lapse between performance, analysis and feedback.

## AIM

To leverage on technology to obtain real time data for effective decision-making and reduce manpower reliance on performance tracking and feedback.

## METHODOLOGY

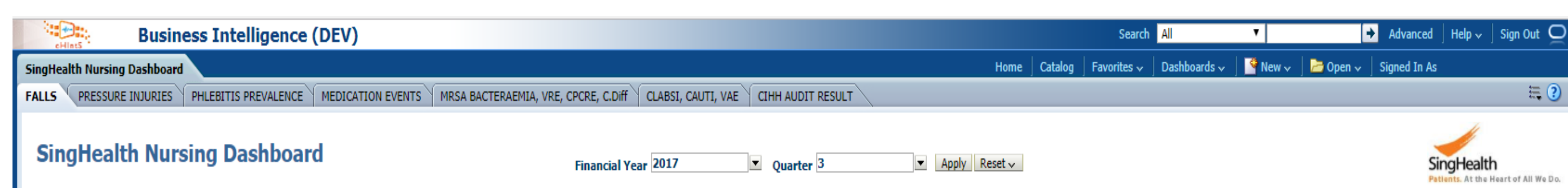
A project team was formed and several requirement workshops were held over the last six months:

- To collect, consolidate, organize and prioritise Nursing Key Performance Indicators (KPIs) and issues
- To review and approve project deliverables including Functional Specifications and Dashboard Design Specifications
- To develop automation solution that meets the gathered requirements

By December 2018, an automated dashboard prototype was successfully developed which allows Nurse Leaders to monitor division performance in key measures such as falls and pressure injuries. The dashboard leverages on the existing eHIntS infrastructure.

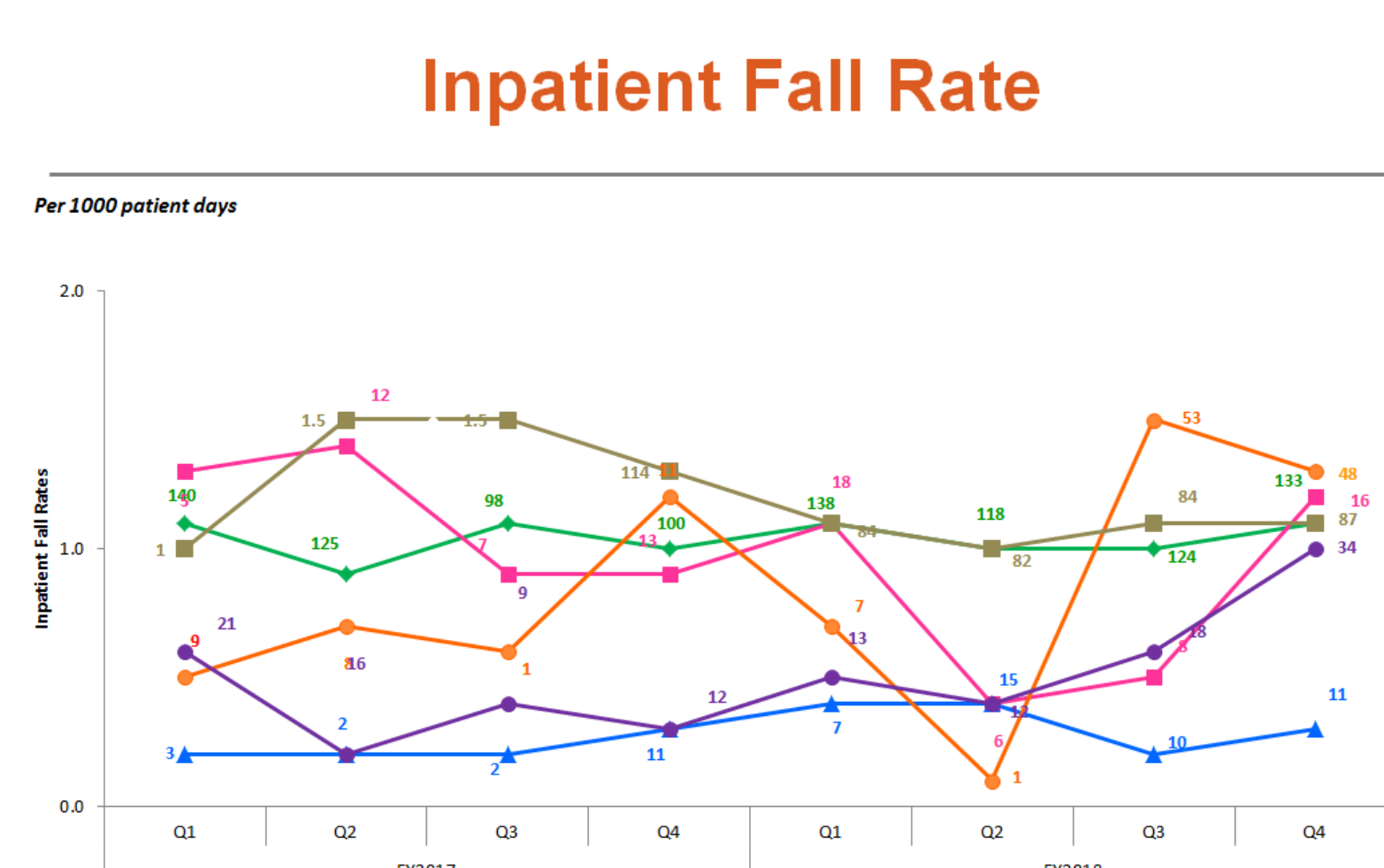
Nursing Key Performance Indicators (KPIs) that are currently available on the Nursing Dashboard:

- Falls
- Pressure Injuries
- Phlebitis Prevalence
- Medication Events
- MDRO
- CLABSI, CAUTI, VAE
- CIHH Audit Result

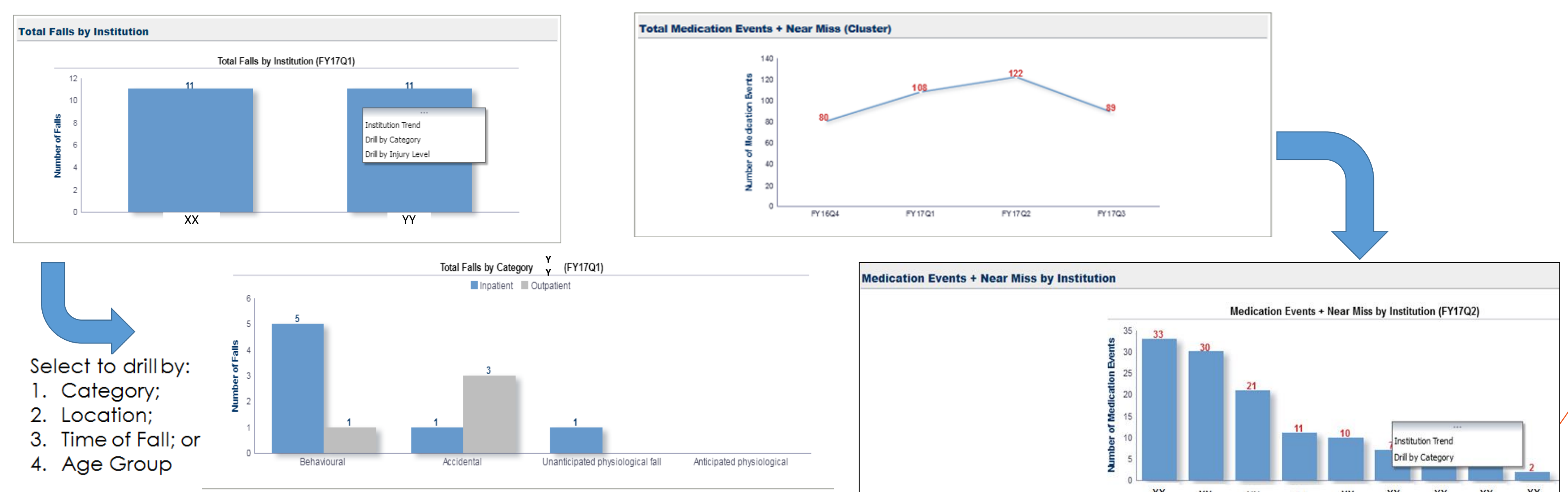


Instead of static graphs (generated from excel); users can now gain further insights from dynamic graphs. This feature reveals additional details of each indicator in a systematic manner. (eg. drill-down by category/ location for Total Falls)

Chart populated from Excel does not support drill-down function



Automated dashboard enables users to drill-down for more insights



## RESULT

With the implementation of automated dashboard, we will be able:

- ✓ To ensure **timely access** to current and relevant information to support improvement strategies for better patient outcomes
- ✓ To create performance system that is **evidence-based, transparent** and **fosters accountability**
- ✓ To develop a shared understanding of the **(domain) strategy**
- ✓ To **reduce manpower reliance** and **minimize the risk of human error**
- ✓ To gain **insights** from the drill-down feature which can help to improve current processes

## CONCLUSION

In summary, automated Nursing performance dashboard provides accurate real-time data for efficient decision-making and better patient outcomes.