Holistic Healthcare Quality Performance Dashboard

An overall view of the performance of all departments

Healthcare outcomes depend on constant and consistent monitoring of processes. The goal of performance assessment is to create a system that not only promotes the best clinical standards, but also ensures the highest quality of patient care.

The present era is witness to an increasing demand for improved governance and accountability. Policy makers now seek comprehensive performance audit measures that can illustrate the evidence in health services and quality, strengthening innovations on healthcare delivery and outcomes. But with the myriad parameters and KPIs (Key performance indicators), which are multiple and manifold across departments, consolidating and monitoring data becomes quite complicated and tedious. Payers, however, demand data based on "performance", but such quality measures and ratings are confusing and incongruous to patients, employers and providers.

What if the overall performance of the hospital could be grasped in a single view?

The Holistic Healthcare Quality Performance Dashboard (HHQPD) is a novel technique, which combines the best aspects of a performance dashboard and a balanced scorecard, providing a data visualization tool that offers invaluable insights in a simple consolidated format, enabling the user to gain a deeper understanding of the hospital's performance in a number of areas at a glance.

While the balanced scorecard is a workflow tool that provides a way to look at an organization by developing benchmarks and assessing data, the performance dashboard is an analytic tool to monitor healthcare KPIs in a dynamic and interactive way. However, these tools have restrictive use and only deal with one or two departments at a time. Combining their most effective features, the HHQPD aims to showcase the holistic performance of the hospital by setting standards for individual departments, based on their KPIs, and categorizing them according to their performance rating.

Each department in the hospital has its own set of well-defined performance indicators to cover all of their strategic objectives. For example, where the nursing department has laid out 7 KPIs by which to assess their performance, the radiology department may have around 15. The overall performance for the individual department is taken as the percentage of its KPIs that have reached the target. When 80 – 100% of KPIs show improvement and all have achieved the set target, the overall performance of that department is represented in the Green zone. When 50- 80% of improvement is evident from the total KPIs, the department is categorized in the Yellow zone. The Red zone indicates departments whose overall performance is lagging, i.e. less than 50% of the total KPIs have shown improvement. (Figure 1)

FIGURE- 1
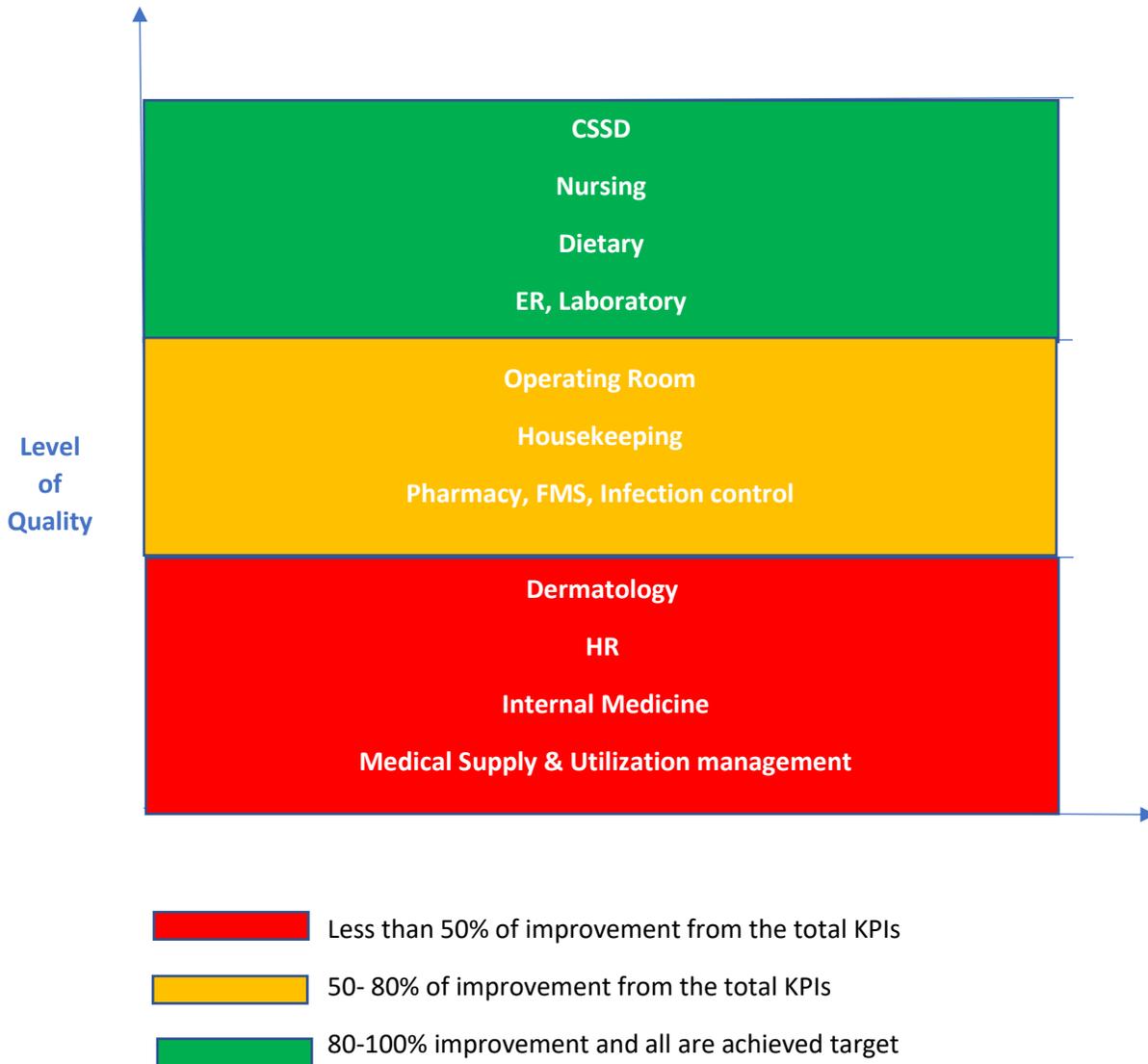
The Holistic Dashboard is thus, a visualization technique that is critical in information analytics and aids in decision support, intending to improve the quality of the perceptions of the whole, its parts, and the interactions within and between levels.

How will the HHQPD help in performance improvement?

Focusing on few areas and KPIs can potentially lead to ignore other important performance areas or functional and environmental features. Isolated measures, developed and viewed separately, cannot provide an inclusive, consistent and fair assessment of overall performance. The HHQPD allows for the administrator to effortlessly visualize the performance of all departments under one umbrella, identifying the areas that need to be developed for a holistic improvement. Being simple, unambiguous and easy to understand, analyze, interpret and replicate, the HHQPD can be used as an effective tool by the management.