

Staying on Track Using ACS-NSQIP On-Line Reports to Create Quality Dashboards

University of Rochester Medical Center

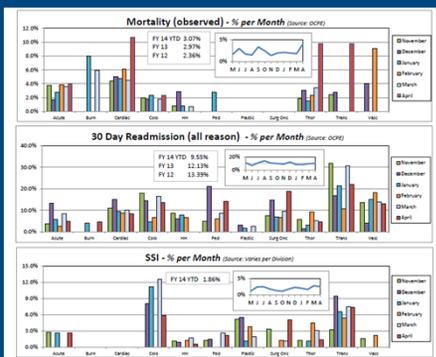
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Introduction: The Department of Surgery at URM was looking for a means to supplement the ACS-NSQIP SAR by having more concurrent quality outcome data available for our ten specialty Divisions. The Department worked to develop Quality Dashboards.

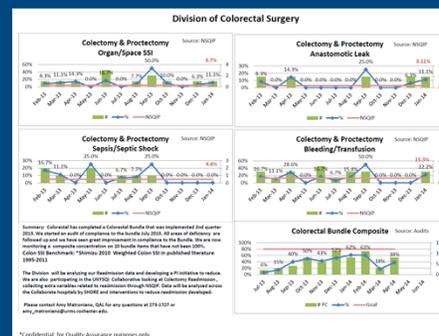
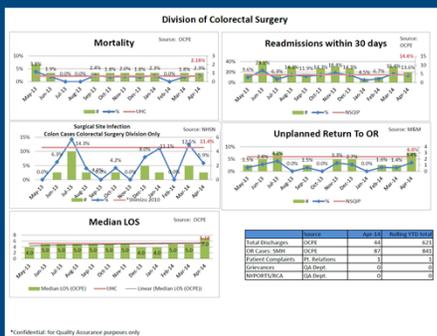
The literature supports a correlation between dashboard implementation and improved quality performance. Our Dashboards help keep our PI on track raising awareness of areas where the Department/Divisions are not meeting national benchmarks before we receive our NSQIP SAR.

Results: Dashboards are reviewed at our monthly Department Quality meeting, at Division meetings with all levels of staff, and are used to review our QA/PI Program and outcomes with Hospital Administration. We have seen an increased awareness for improving quality outcomes. Dashboards are creating new learning opportunities when quality outcome data is routinely shared with Divisions. We are able to respond more timely to areas needing improvement and measure the effectiveness of PI initiatives. Divisions are sharing their successes with each other and throughout our Hospital.

Department Level Dashboard



Division Level Dashboard



Method: An interdisciplinary team worked on developing monthly Department and Division level Dashboards. A standardized template is used for all Divisions making an easier comparison across Divisions. Each outcome on the Dashboard is in graph format and includes number, percent, and a comparative to a national benchmark. To complete the Dashboards other clinical and administrative data was added. Our Divisions with specialties not covered by ACS-NSQIP use other national databases.

Conclusion: Quality Dashboards are supplementing our Process Improvement work by giving us a visual snapshot of the most up-to-date quality data. We have found they are a powerful and easy tool to raise awareness among staff and involve them in improving quality outcomes. Using Dashboards provides a high level, organized and robust method to monitor the accurate picture of the Department's QA/PI Program.