DRIVING QUALITY IMPROVEMENT WITH DYNAMIC DASHBOARDING

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Category: Population and Public Health

Background
Beginning in FY2017, the College's Faculty Group Practice (FGP) started an internal quality initiative aiming at improving quality of care based on a set of specialty-driven quality measures that aligns with other federal and payers reporting programs.

Objectives
We aimed at creating a dynamic quality measure dashboard accessible on Epic platform from which users can track clinical quality performance, investigate root cause issues, and improve workflows accordingly.
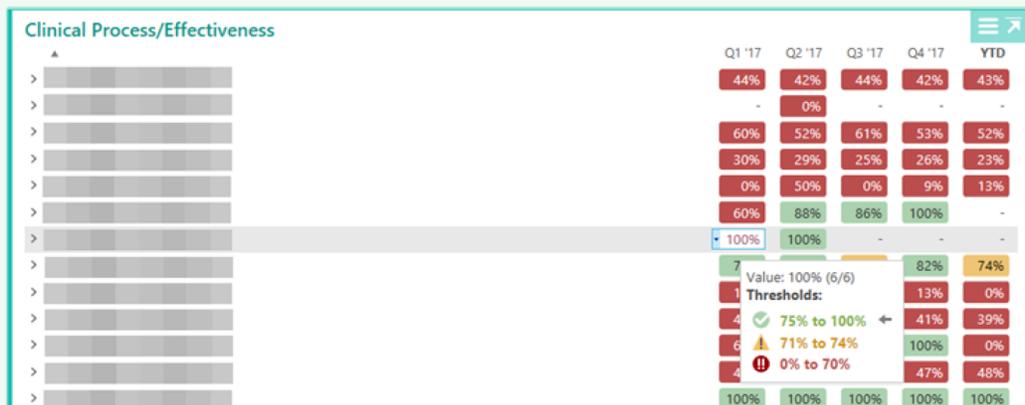
Methods
- Utilized Epic quality measure terminology-mapping logics to build the quality measures in compliance with the Centers for Medicare and Medicaid Services (CMS) quality measures specifications (with annual updates).
- The FGP Quality and Safety Committee was to select appropriate measures for each department/section, and to set up performance goal for each quality measure for each financial year.
- Included in the dashboard the functionality to drill down to different view levels, including Group Practice level, Academic Department level, and Epic Department level.
- Linked the dashboard to an investigation tool that allows trouble shooting at individual encounter/patient/order level.
- Provided users with dashboard instruction.

DASHBOARD OVERVIEW (Methods section)

DRILL DOWN FUNCTIONALITY (Methods section)

Results
- The FGP Quality and Safety Committee started the internal quality project in July 2016 for FY 2017.
- We have been using different data visualization tools (Tableau) to communicate progress with the department/section representatives at the committee before the dashboard became available.
- The dashboard officially went live in January 2018 for FY 2018. It has become an official channel for the FGP Quality and Safety Committee to track on progress, hold the departments/sections accountable for quality performance, and provide meaningful insides into the current quality workflows.

Discussion
- The next step is to help the departments/sections move the needle on the quality measures they selected.
- The Quality Reporting Team partner with a physician informaticist to help standardize and document clinical workflows that could improve performance on each measure.
- The FGP Quality and Safety committee is revising the list of quality measure for FY2019.
- The Quality Reporting Team is working on updating the measure specifications annually.