

Critical Care Quality Dashboard

The Problem

Quality metrics have long been used to track and report performance in Intensive Care Units; unfortunately, many of these require time-intensive and costly chart reviews which often result in a limited number of patients being audited. Over time and through silos of work, multiple groups have defined and measured quality metrics to fit specific projects. A central, easily accessible electronic platform with the logic to pull data appropriately from Metavision and display in a clear and concise format did not exist.

Aim/Goal

- To build a repository of useful quality metrics in Performance Manager that Critical Care leadership can easily access, download, and use to help drive quality improvement initiatives
- To standardize definitions/criteria of commonly used quality measures

The Team

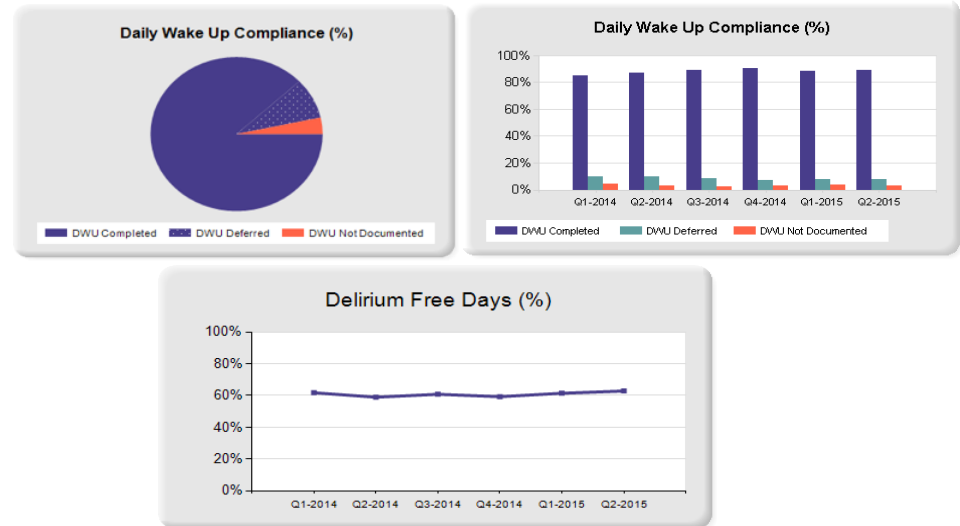
Deborah Adduci, PT	Kristin O'Reilly, RN, BSN, MPH
Pam Browall, RN, MS	Gail Piatkowski
Christina Cain, MPH	Duane Pinto, MD
Shannon Carthas, PT, DPT	Ray Ritz, RT
Pete Clardy, MD	Kristin Russell, RN
Michael Cocchi, MD	Todd Sarge, MD
Justin DiLibero, RN, MSN, CNS	Margie Serrano, RN, MS
Jane Foley, RN, BSN, MHA	Alison Small, RN, BSN, MSN
Jean Gillis, RN, MS	Daniel Talmor, MD, MPH
Susan Holland, RN, MS, CNML	John Whitlock, RN, MS
Suzanne Joyner, RN, BSN	Donna Williams, RN, MS, CCRN
John Marshall, PharmD	Kate Zieja, BS
Sharon O'Donoghue, RN, MS	

The Interventions

- Multidisciplinary workgroup identified useful metrics to include in the Dashboard
- Criteria (inclusions and exclusions) for the data were developed
- The correct data feeds from Metavision were identified
- Formatting and displays of the data were refined, including the creation of drill down functionality to the unit-level

The Results/Progress to Date

The first iteration of the Critical Care Quality Dashboard includes data related to the ABCDE Bundle work, specifically daily wake-ups, spontaneous breathing trials, and delirium. Below are examples of data reports that can be generated. All reports have drill down capability, and can be viewed by ICU, fiscal year, and quarter.



Lessons Learned

- When building a new electronic quality dashboard, you must schedule a sufficient amount of time to perform quality control of the data that is being reported
- Clinical knowledge of the variables is necessary to ensure the data is being extracted and displayed correctly

Next Steps/What Should Happen Next

- Continue to track progress regarding the quality metrics and compliance with documentation by clinical staff
- Add additional metrics to the Critical Care Quality Dashboard in Performance Manager so that ICU staff can easily access relevant data (examples: hand hygiene, ventilator-associated complications, CLABSI, CAUTI, mobility, sedation practices)