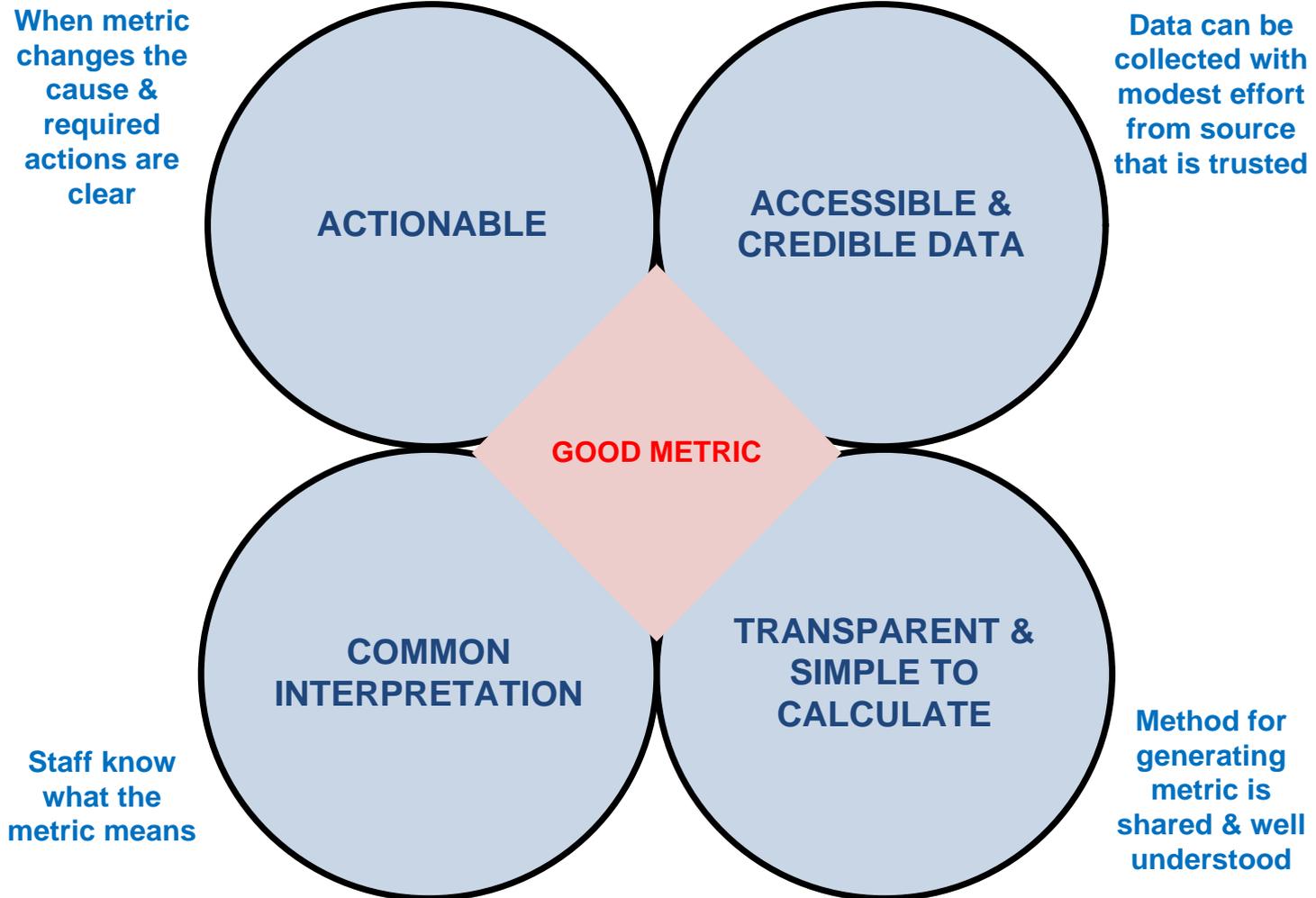


Developing Dashboards for your IH Programs

Make sure to see the notes section below. Several slides have information in the notes section.



Choosing a Good Metric/Key Performance Indicator



Source: Gemignani & Gemignani



What is a Dashboard?

- A dashboard translates your organization's strategy into metrics that provide timely information and insights that enable staff to proactively improve decisions, optimize processes, and plans.
- In short it, enables staff to monitor, analyze, and manage their work.

Source: Performance Dashboards: Measuring, Monitoring, & Managing Your Business. 2nd Edition 2011 Wayne Eckerson



How to use a Dashboard

1. Monitoring: Convey information at a glance
2. Analysis: Identify exceptions & drill down to details
3. Management: Improve alignment, coordination, & collaboration

Source: Performance Dashboards: Measuring, Monitoring, and Managing Your Business.
2nd Edition 2011 Wayne Eckerson



Dashboards

- Should allow the data to tell a story about the people you serve & the care provided
- Should be “simple” to Start meaning target only a few key aspects of population & their care
- After staff get used to using a few metrics to inform care you can add metrics to the dashboard
- Dashboards should be Colorful--use red, yellow, green to draw the eye



Basic Dashboard...

Health Outcomes by Provider

EHR Patients January - December 2007

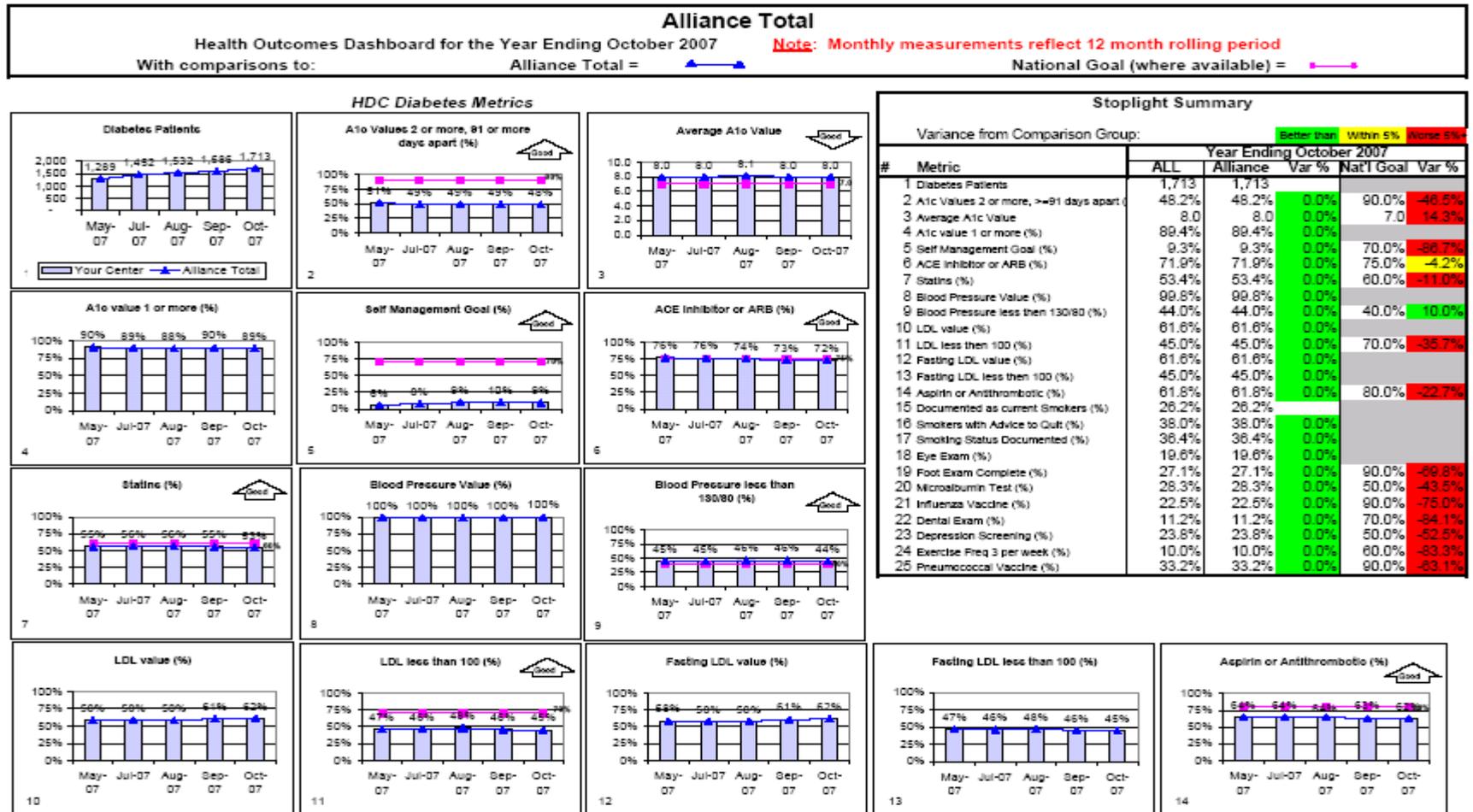
Smith MD, John

Community Health Center

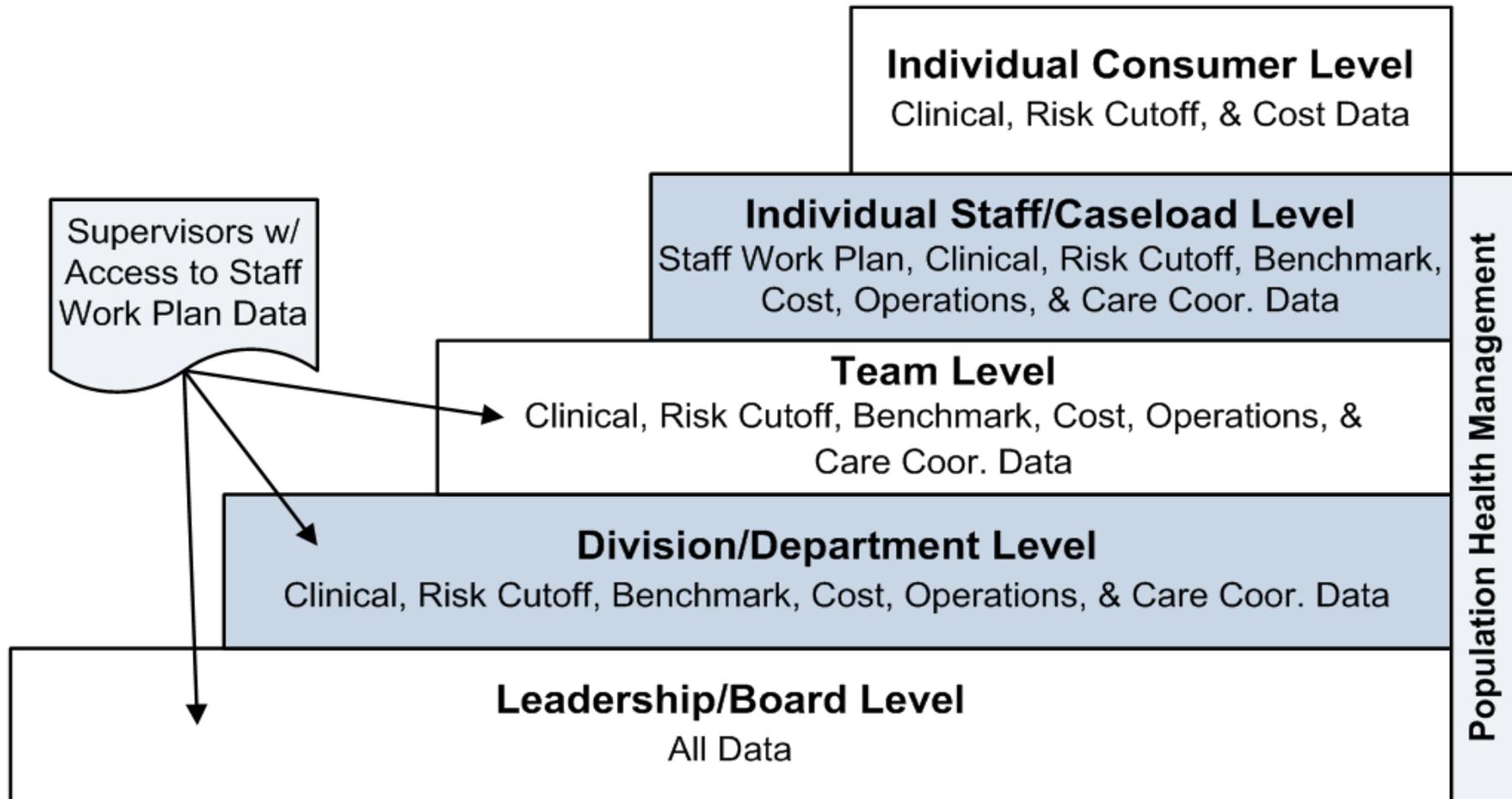
Measure	Stoplight Analysis				
	Dec-07 Smith MD, John	Dec-07 CHC	Variance from CHC	Dec-07 Alliance	Variance from Alliance
HDC Diabetes Metrics					
1 Diabetes Patients	49	401		1,880	
2 A1c Values 2 or more, >=91 days	65%	50%	31.6%	47%	39.1%
3 Average A1c Value	7.8	7.8	0.0%	7.9	-1.3%
4 A1c value 1 or more (%)	90%	89%	1.4%	89%	1.3%
5 Self Management Goal (%)	35%	38%	-8.5%	12%	194.0%
6 ACE Inhibitor or ARB (%)	87%	78%	11.8%	70%	23.9%
7 Statins (%)	79%	61%	29.3%	52%	53.4%
8 Blood Pressure Value (%)	100%	100%	0.5%	100%	0.3%
9 Blood Pressure less than 130/80 (%)	37%	28%	33.3%	41%	-11.2%
10 LDL value (%)	82%	73%	12.5%	60%	35.5%
11 LDL less than 100 (%)	50%	52%	-4.3%	45%	12.0%
Preventive Care Metrics for General Population					
1 # Patients	212	2,675		14,637	
2 % Visits With Blood Pressure	78%	73%	7.3%	88%	-11.2%
3 % Women 50-69 With A Mammogr	83%	68%	22.1%	55%	52.6%
4 % >=50 Screen for Colorectal Canc	3%	9%	-67.5%	8%	-60.9%
5 % >=50 With Influenza Vax	39%	18%	112.1%	18%	114.3%
6 % >=65 With Pneumo Vax	87%	59%	46.7%	26%	233.9%
7 % w/LDL	65%	44%	46.1%	30%	114.6%
8 % w/LDL With Last <130	80%	72%	10.2%	68%	16.2%
9 % w/Smoking Status	80%	58%	38.8%	44%	83.0%
10 % Smokers w/ Cessation Interv	41%	56%	-27.1%	48%	-15.8%



More Complex Dashboard Example

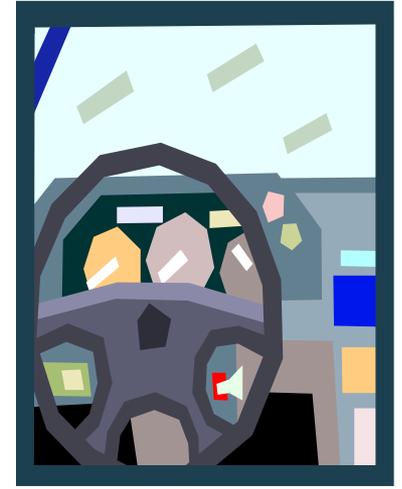


Organizing & Operationalizing Data w/ Dashboards



Dashboard Data Elements

- **Cost:** Service Utilization, Case Rates, etc.
- **Operations:** No Shows, Insurance Mix, etc.
- **Staff Work Plan:** Performance on Scope of Practice Tasks
- **Clinical:** Labs, Assessment/Screening Results, Vitals, etc.
- **Care Coordination:** Medication Reconciliation, etc.
- **Benchmark Comparisons:** Between Organizations, Clinicians, Teams, etc.
- **Risk Cutoffs:** Reveal when data are out of specification (e.g., A1c > 6)



That's Nice...but...

- Okay I'm sold but where do we start? How do we design this? Oh and...
- Our EMR doesn't have a dashboard component !
- We don't have an EMR...yet!
- Our IT staff are hard to engage with helping with this!

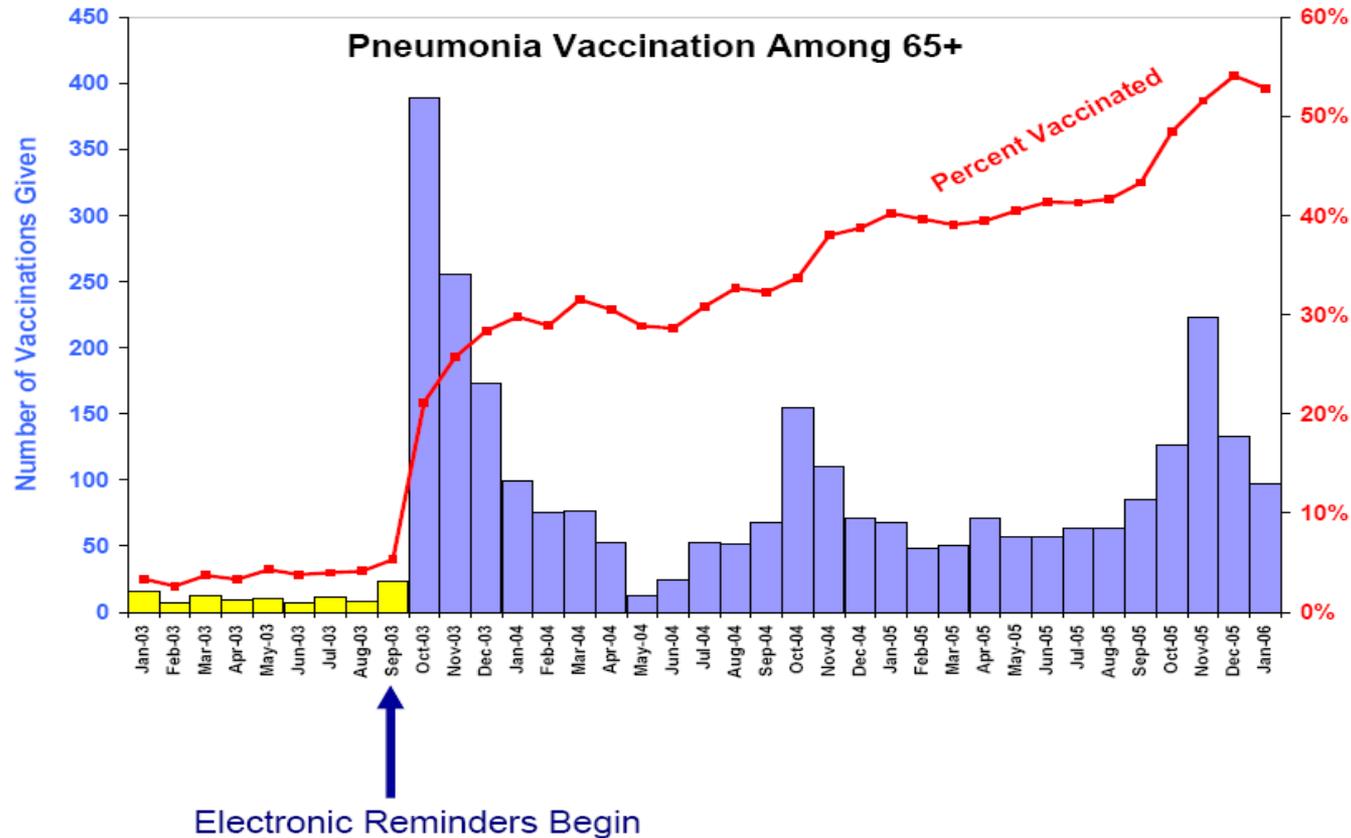


Basic Excel Dashboard

Pt ID	Age	Gender	Race	Axis I	Axis III	PCP	PCP seen last 6 months? (Yes/No)
345245	45	M	White	295.30	250.00	Smith	Yes
867594	50	F	Black/ AA	296.34	250.00	Doe	Yes
948728	34	T	White	296.54	250.72	Jones	No
430284	44	F	Asian	295.30	250.72	Catcher	No
684950	22	M	Asian	296.34	250.72	Smith	No



The Power & Promise of PHM



Source: Fred Rachman, Alliance of Chicago Community Health Services, LLC & Neil Calman, Institute for Family Health



Let us know if you have any questions!

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