

Dashboard and Health Care Benchmark Evaluation

Instructions:

Dashboards and other reports can provide crucial information about how well an organization is meeting benchmarks set by local, state, and federal laws and policies. Healthcare organizations need to be able to use this information to determine the most effective strategies for quality and performance improvement. This activity asks you to review various dashboards and reports used by Mercy Medical Center and determine where the organization is falling short.

Review the resources provided and use one of the two dashboards as the source of the data. You'll need to do some external research in order to determine external benchmarks and standards. Remember that while there may be a couple of underperforming areas, your recommendations should be based on the actions that will deliver the best improvement to overall quality or performance. Identify trends in the data, gaps in the data, underperforming areas, and top performing areas. Use the information you acquire to complete the Discussion Board and your course assignment.

Dashboard Benchmark Evaluation

Professional Context:

In the era of health care reform, many of the laws and policies set by government at the local, state, and federal levels have specific performance benchmarks related to care delivery outcomes that organizations need to achieve. It is critical for organizational success that the interprofessional care delivery team be able to understand reports and dashboards that display the metrics related to performance and compliance benchmarks.

Instructions

Review both of the dashboards as well as relevant local, state, and federal law and policy. Choose one of the dashboards and consider the metrics that are falling short of the prescribed benchmarks. For this assignment, you will create a report for a senior leader that communicates your evaluation of the current state of organizational performance.

You will also advocate for a metric to target improvement and explain its potential to improve the overall quality of the care and performance of the organization or team relevant to the dashboard you chose. If you have a sophisticated understanding of dashboards that are relevant to your own personal practice, you may use a hypothetical dashboard from that setting (be sure your data complies with the Health Insurance Portability and Accountability Act (HIPAA); do not use any easily identifiable organization or patient information). These hypothetical dashboards must present at least four different metrics, of which at least two must be underperforming the relevant benchmark set forth by a federal, state, or local policy or law. Along with the dashboard, you should also provide a brief description of the health care organization that the dashboard is reporting on, including the information noted above. Structure your report so that it will be easy for a colleague or supervisor to locate the information they need. You will want to be sure that you are citing relevant local, state, or federal health care policies or laws when evaluating metric performance toward benchmarks. Additionally, cite at least 2 outside sources to support your analysis of challenges, evaluation of potential for improvement, and your advocacy for ethical action. Be sure your report is, at minimum, addressing each of the bullets below:

- Evaluate dashboard metrics with regard to benchmarks set by local, state, or federal health care policies or laws.

- Analyze challenges that meeting prescribed benchmarks can pose for a health care organization or an interprofessional team.
- Evaluate a benchmark underperformance in a health care organization or an interprofessional team that has the potential for greatly improving overall quality or performance.
- Advocate for ethical action in addressing a benchmark underperformance, directed toward an appropriate group of stakeholders.
- Communicate evaluation and analysis in a professional and effective manner, writing content clearly and logically with correct use of grammar, punctuation, and mechanics.
- Integrate relevant sources to support arguments, correctly formatting citations and references using APA style.

Submission Requirements

- Length of report: 2–4 double-spaced, typed pages. Your report should be succinct yet substantive.
- Please include a title page and a reference list in addition to your 2–4 page report.
- Number of references: Cite a minimum of 2 sources of scholarly, professional, or policy evidence to support your analysis and advocacy.
- APA formatting: Resources and citations are formatted according to current APA style.

Public Health Dashboard – Diabetes

New Patients Last Quarter by Race	
African American	17 (3%)
American Indian	73 (13%)
Asian	34 (6%)
White	355 (63%)
Other	11 (2%)
Blank/Declined	73 (13%)

New Patients Last Quarter by Gender	
Male	214 (38%)
Female	347 (62%)
Blank/Declined	2

New Patients Last Quarter by Age	
20 or younger	118 (21%)
21-44	51 (9%)
45-64	214 (38%)
65+	180 (32%)
Blank/Declined	0

	Q1 2015	Q2 2015	Q3 2015	Q4 2015	Q1 2016	Q2 2016	Q3 2016	Q4 2016
Eye Exam	4	16	7	33	41	28	16	27
Foot Exam	2	5	27	48	73	62	7	3
HbgA1c	1	11	23	87	123	32	13	6

2016 Fact Sheet

Mercy Medical Center (Shakopee, MN)

Mercy Medical Center is one of the region's top choices for high quality health care. Don't just take our word for it though. Here are some of the accolades we've received:

- Highest Safe Surgery Rating by a consumer advocacy magazine
- Healthgrades Outstanding Patient Experience Award
- Shakopee Ledger Top 20 Workplaces 2014 & 2015
- Women's Choice Award for the Best Hospital for Patient Experiences in Emergency Care

Shakopee Demographics

Female	Male	Total Population
18,235	17,957	36,192

< 20	21-44	45-64	> 65
12,126	14,732	6,099	2,371

White	Asian	Hispanic - Latino	Other	African American	Two or more races	American Indian
28,537 (76%)	3,822 (10%)	2,890 (7%)	1,661 (4%)	1,601 (4%)	1,016 (4%)	433 (1%)

Shakopee Ledger

Top 20 Workplaces 2014 & 2015

	2005	2015
Hospital Rooms (all private)	62 (70 licensed)	85 (93 licensed)
Medical / Surgical Rooms	33	56
Special Care Unit	8	8
Family Birth Rooms	17	17
Children's Care Pediatric Rooms	4	4
Operating Rooms	5 and 1 C-Section	8 and 1 C-Section
Emergency Room Treatment Bays	16	21
Endoscopy Rooms	2	2

	2015
Physicians	433
Volunteers (15-94 years old)	200
Inpatient Admissions	5,735
Surgical Procedures	4,627
Births	1,328
Emergency Room Visits	29,893
Urgent Care Visits	9,586
Outpatient Encounters	119,535
Physical, Occupational, Speech/Language Therapy Visits	28,636
Pediatric Therapy Visits	11,987
Sleep Center Visits	783
Radiology Procedures	59,335
Cardiac Rehab Visits	7,158
Cardiopulmonary Visits	19,676
Cancer Center Visits	7,781

Hospital CEO Dashboard

Local Readmission Rates

COPD	Pneumonia	Heart Failure
20.1 (31%)	18.7 (29%)	26.4 (40%)

National Readmission Rates

COPD	Pneumonia	Heart Failure
20.2 (34%)	16.9 (29%)	22.0 (37%)

Medical & Surgery

Falls	Medication Errors	Pressure Sores	Patient Injuries	Documentation Errors
2015 = 14 2016 = 10	2015 = 4 2016 = 8	2015 = 4 2016 = 3	2015 = 3 2016 = 4	2015 = 3 2016 = 4

Labor & Delivery

Falls	Medication Errors	Pressure Sores	Patient Injuries	Documentation Errors
2015 = 3 2016 = 0	2015 = 5 2016 = 0	2015 = 0 2016 = 0	2015 = 1 2016 = 0	2015 = 9 2016 = 1

Orthopedics

Falls	Medication Errors	Pressure Sores	Patient Injuries	Documentation Errors
2015 = 8 2016 = 10	2015 = 2 2016 = 2	2015 = 5 2016 = 3	2015 = 4 2016 = 4	2015 = 4 2016 = 3

Bariatric Services

Falls	Medication Errors	Pressure Sores	Patient Injuries	Documentation Errors
2015 = 16 2016 = 18	2015 = 7 2016 = 7	2015 = 4 2016 = 3	2015 = 3 2016 = 1	2015 = 16 2016 = 3

	Average Daily Census	Average Daily RN FTEs	Scheduled RN FTEs
ICU	18	11	14
PICU	17	12	13.5
Med Surg	23	14	16
Labor & Delivery	16	10	10
Orthopedics	12	6.25	6.5
West 1	20	13	15.25
West 2	13	8.5	9.5
North 1	18	9.75	12.75