

Engaging Teams in Quality Improvement Through Data Wayfinding

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Problem

- As the generation of clinical and operational data continues to grow at an exponential rate, novel approaches continue to be necessary to discern insights from information
- Overwhelming amounts of data can lead to workforce burnout and inability to focus attention on priority needs at an organizational level.
- Despite availability of over 300 unique, drillable reports available in a cloud-based Tableau server and innumerable reports capable of customization within the EHR, clinical and operational leaders expressed an inability to identify focused opportunities for improving patient outcomes and care delivery.

Goal

- To create a data wayfinding program at UChicago Medicine that would facilitate guided problem solving through curation of relevant data with a focus on data related to institutional clinical priority metrics over the course of FY23-FY24.

Intervention Design

- Small group listening sessions were held to understand how teams were currently engaging with available data and to identify gaps in information needed to take action
- Targeted “data walks” were held to supplement listening sessions. These had a clinical or operational leader walk the team through how they approach identifying, diagnosing, and addressing performance opportunities.
- Four primary interventions were identified, each to be optimized through a series of PDSA cycles:
 - Data curation** tailored to the service line or department needs to drill deep into performance
 - Users are directed to a single landing page created curated data relevant to local quality and safety priorities.
 - Users automatically engage with information using filters pre-defined by local quality teams to get to the appropriate level of granularity needed to glean insights, reducing variation in data interpretation.
 - Data mapping** of existing dashboards and reports to intended purpose and topic
 - An ‘at-a-glance’ view provides a description of each dashboard, data refresh frequency, data attribution method, and initiative sponsor.
 - Search optimization** for dashboards and reports through standardized metadata
 - The team partnered with the BSD digital librarian team to learn best practices for metadata tagging to optimize search capabilities on tableau
 - Enhanced education** of teams on data availability, data fluency, and intended use of existing insights.
 - Review of available trainings on across a variety of platforms (i.e. ServiceNow, Absorb) were reviewed, consolidated, and updated
 - Development of both asynchronous and live educational sessions on applied use of data tools to glean insights and drive improvement is underway.

Results to Date

- A tailored collection of interactive dashboards with pre-defined filters, definitions, and stated goals for clinical areas were created across the health system and 15 are currently available through a Data Wayfinding folder in Tableau
- Easy access to commonly used resources, such as data requests, were added to data homepages
- Longitudinal engagements with teams has allowed for organic education on both data availability and data fluency.



Figure 1. Clinical Area Data Home Page Example

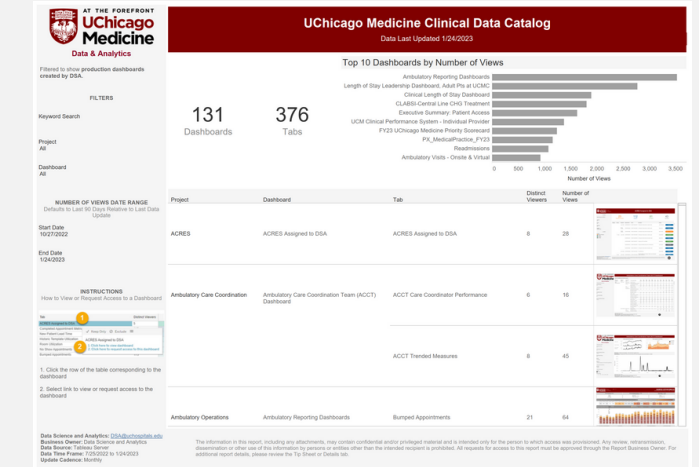


Figure 2. Clinical Data Catalog

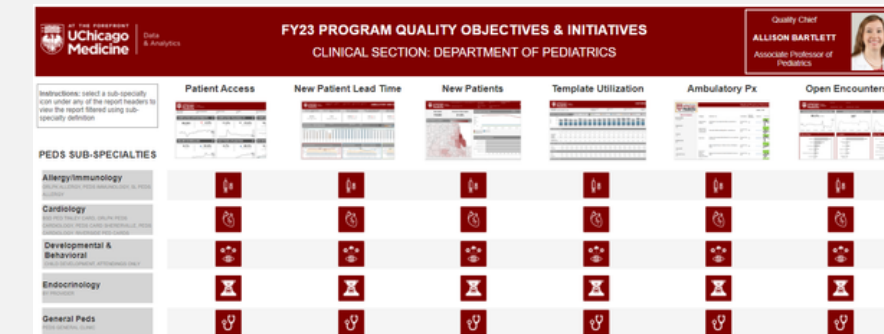


Figure 3. Application to specific clinical programs

Next Steps

- A robust educational curriculum is being developed for roll out this fiscal year to all employees to promote data fluency and data-driven problem solving
- Teams are currently finalizing institutional-level data wayfinding tools for each clinical priority metric

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