

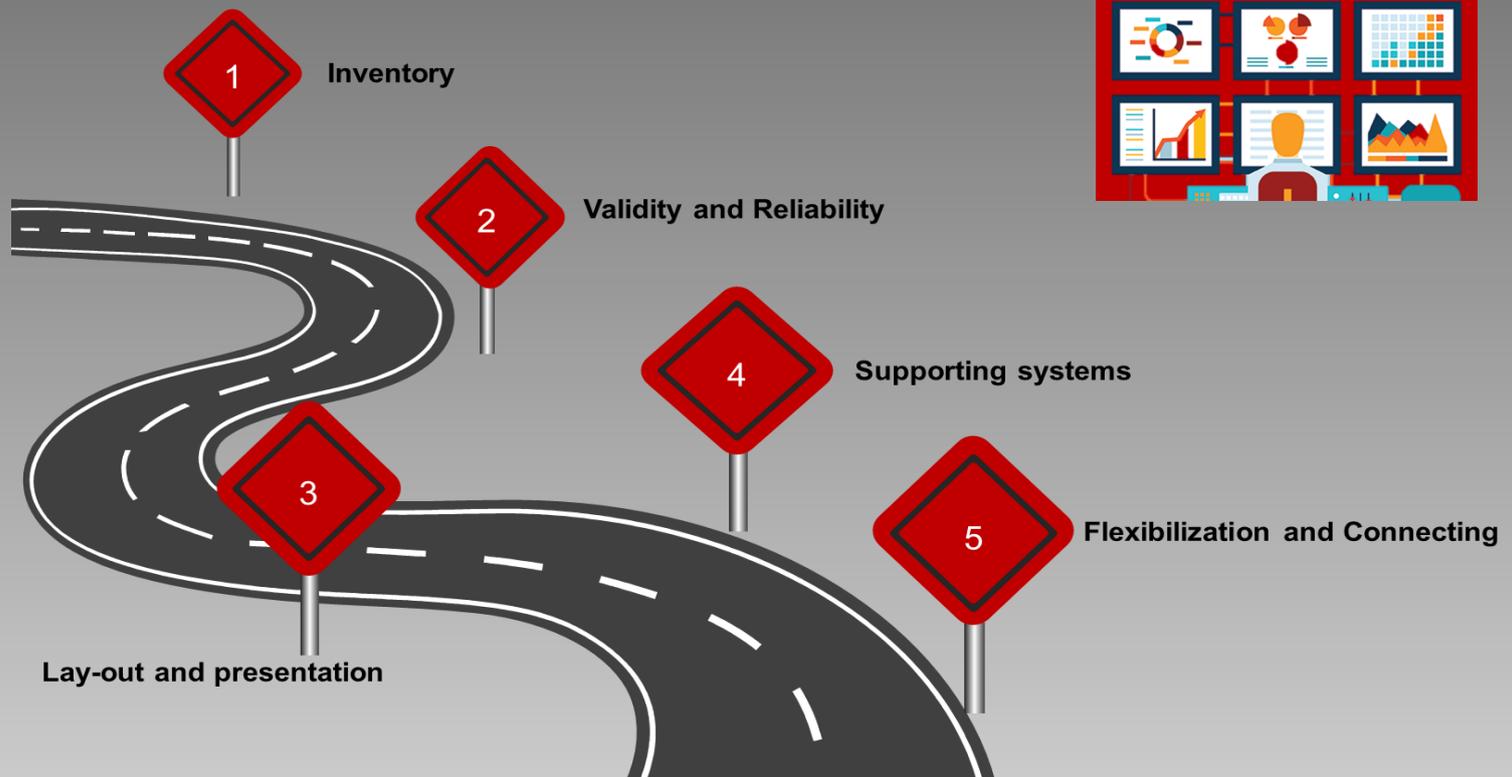
Development of dashboards for Quality and Safety Management

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Research Question: Which challenges do hospitals face in the development process of hospital-wide QS dashboards and how do they overcome them?

Methods: 24 group interviews with hospital managers (N=25; 39,7%) and support staff (N=38; 60,3%) in the 12 largest Dutch hospitals.



Phase 1: Inventory

What is already mandatory? What is already extracted from the systems? Often started at board level.

Phase 2: Validity & Reliability

Making numbers and systems matching. Agree upon nominators and denominators

Phase 3: Lay-out & presentation

Usability, transparency and consistency.

Phase 4: Supporting systems

Real-time, automated data extraction. Setting up structures for discussion.

Phase 5: Flexibilization & Connecting

Coherency between different dashboards and external registries.

Conclusion:

Is it possible to learn from others and speed up the development process?

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