

# Developing a Gastroenterology Quality Improvement Dashboard

## The Problem

The need for a tool that would enhance colonoscopy (and other endoscopic procedures) performance.

## Aim/Goal

To design and implement a quality improvement and patient safety dashboard for the BIDMC Division of Gastroenterology, which will serve as an educational tool for faculty and house-staff as well as a catalyst for improved colonoscopy performance.

## The Team

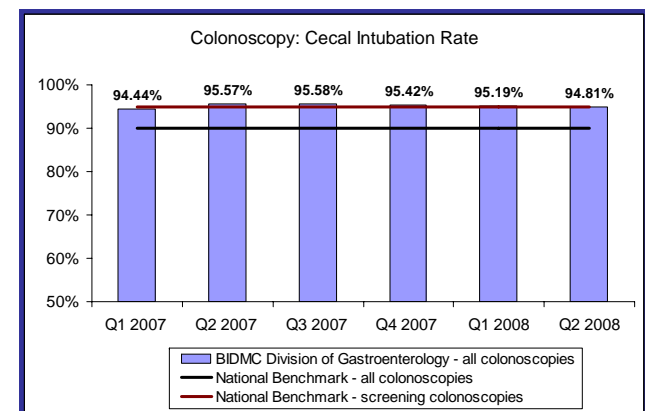
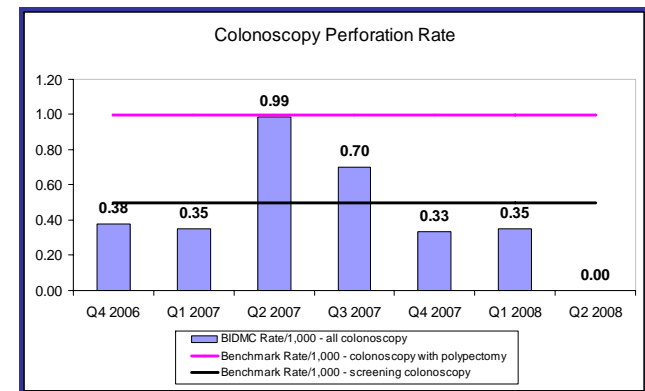
Naama Neeman, MSc, Joanne Schulze, Stanley J. Rosenberg, MD, Richard B. Doyle MD, Janet M. Lewis, RN, Mandeep Sawhney MD, Daniel Leffler MD, Mark D. Aronson, MD.

## The Interventions

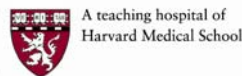
- Developed a GI QI Dashboard which includes data on complication rates for biliary and non-biliary procedures; rates of procedure-related hospitalizations; rates of bleedings requiring transfusions; rates of perforations; rates of ERCP related pancreatitis and hemorrhage; sedation related adverse events; mortality rates; colonoscopy cecal intubation rate; and compliance with recommended guidelines for colonoscopy withdrawal time.
- Utilized the dashboard data to evaluate the Division of Gastroenterology's performance over time and identify areas for improvement and areas of best practice.
- Worked with multidisciplinary teams to identify flaws in care delivery and originate processes to address these areas.
- Reviewed cases of severe complications in Morality and Morbidity (M&M) conferences, as well as in a Peer Review Committee.
- Presented findings and results of improvement projects in divisional faculty meetings, as well as the Department of Medicine division chief meeting.

## The Results/Progress to Date

The successful implementation of the Gastroenterology Quality Improvement and Patient Safety Dashboard as well as related improvement projects facilitated a culture of quality within the division and ensured remarkable colonoscopy performance. Colonoscopy cecal intubation rate has been consistently above national benchmarks; Perforation rate has been (just about) consistently below national benchmarks; and compliance with guidelines on recommended withdrawal time (i.e. withdrawal time => 7 minutes) has dramatically increased - from 63% (Feb. 2006) to 98% - 100% compliance rate for the past 21 months (3/07 – 11/08).



Beth Israel Deaconess  
Medical Center



THE SILVERMAN INSTITUTE  
For Healthcare Quality and Safety

For More Information Contact  
Naama Neeman, MSc  
Medicine QI Project Manager  
([nneeman@bidmc.harvard.edu](mailto:nneeman@bidmc.harvard.edu))