Critical Care Quality Dashboard

The Problem
Quality metrics have long been used to track and report performance in Intensive Care Units; unfortunately, many of these require time-intensive and costly chart reviews which often result in a limited number of patients being audited. Over time and through silos of work, multiple groups have defined and measured quality metrics to fit specific projects. A central, easily accessible electronic platform with the logic to pull data appropriately from Metavision and display in a clear and concise format did not exist.

Aim/Goal
- To build a repository of useful quality metrics in Performance Manager that Critical Care leadership can easily access, download, and use to help drive quality improvement initiatives
- To standardize definitions/criteria of commonly used quality measures

The Team
- Deborah Adduci, PT
- Pam Browall, RN, MS
- Christina Cain, MPH
- Shannon Carthas, PT, DPT
- Pete Clardy, MD
- Michael Cocchi, MD
- Justin DiLibero, RN, MSN, CNS
- Kristin O'Reilly, RN, BSN, MPH
- Gail Pietkowsi
- Duane Pinto, MD
- Ray Ritz, RT
- Kristin Russell, RN
- Todd Sarge, MD
- Margie Serrano, RN, MS
- Alison Small, RN, BSN, MSN
- Daniel Talmor, MD, MPH
- John Whitlock, RN, MS
- Donna Williams, RN, MS, CCRN
- Kate Zieja, BS

The Interventions
- Multidisciplinary workgroup identified useful metrics to include in the Dashboard
- Criteria (inclusions and exclusions) for the data were developed
- The correct data feeds from Metavision were identified
- Formatting and displays of the data were refined, including the creation of drill down functionality to the unit-level

The Results/Progress to Date
The first iteration of the Critical Care Quality Dashboard includes data related to the ABCDE Bundle work, specifically daily wake-ups, spontaneous breathing trials, and delirium. Below are examples of data reports that can be generated.

Lessons Learned
- When building a new electronic quality dashboard, you must schedule a sufficient amount of time to perform quality control of the data that is being reported
- Clinical knowledge of the variables is necessary to ensure the data is being extracted and displayed correctly

Next Steps/What Should Happen Next
- Continue to track progress regarding the quality metrics and compliance with documentation by clinical staff
- Add additional metrics to the Critical Care Quality Dashboard in Performance Manager so that ICU staff can easily access relevant data (examples: hand hygiene, ventilator-associated complications, CLABSI, CAUTI, mobility, sedation practices)

For more information, contact:
Michael Cocchi, MD, Medical Director of Critical Care Quality
mcocchi@bidmc.harvard.edu