

Dashboard

Consists of a platform in which data are entered and consolidated in a meaningful way, allowing tracking of performances and feedback of measured metrics to promote and sustain improvements¹⁾
2).

The dashboard is an instrument that enables one to “see” the current state of a complex system, facilitating exchange and planning of future interventions.

In the medical field, dashboards have been used as a management tool for health systems^{3) 4) 5) 6)}, departments^{7) 8) 9) 10)} and specific diseases or conditions^{11) 12) 13)}.

The interest in the dashboard as a reporting application fits perfectly with the recent model of value-based healthcare delivery promoted by Porter^{14) 15) 16)}.

In this model, reorganizing healthcare delivery around medical conditions is key, as well as measuring and reporting value-based health throughout the continuity of care^{17) 18) 19) 20)}.

In 2007, the University of California Los Angeles (UCLA) Department of Neurosurgery created a quality dashboard to help manage process measures and outcomes and ultimately to enhance clinical performance and patient care. At that time, the dashboard was in a platform that required data to be entered manually. It was then reviewed monthly to allow the department to make informed decisions. In 2009, the department leadership worked with the UCLA Medical Center to align mutual quality-improvement priorities. The content of the dashboard was redesigned to include 3 areas of priorities: quality and safety, patient satisfaction, and efficiency and use. Throughout time, the neurosurgery quality dashboard has been recognized for its clarity and its success in helping management direct improvement strategies and monitor impact²¹⁾.

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