



Centre intégré universitaire de santé et de services sociaux du Centre-Ouestde-l'Île-de-Montréal QUÉBEC 🐼 🐼

Promoting Patients use of Dashboards to Increase Shared Decision-Making: A Leadership Example of a Canadian Nursing Department

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BACKGROUND

2019-2020

A review of the processes revealed that our audits

- were not always communicated
- were not easily accessible
- were difficult for our teams to follow-up and to create efficient action plans

OBJECTIVES AND GOAL

Objective

Development of a process to centralize and standardize audit results

<u>Goal</u>

Demonstrate the Directorate's commitment to continuous improvement of quality of care by increasing access and transparency of data to patients as well as healthcare professionals

METHODS

Launch of **static** dashboards on television screens on hospital units

Launch of **interactive** dashboards on television screens online and on hospital units

2021-2023	2	2024		
Design & Development	 Centralization, standardization and digitalization of audits Integration of patient partners' feedback on design of static dashboard Graphs development on <i>MS Excel</i> for DSI's four critical indicators and publication in units/clinics' websites Hand hygiene Fall prevention Pressure injury prevention Control measures 		 Automatic creation of personalized and interactive data visualizations of DSI's four critical indicators on <i>MS Power BI</i> Integration of patient partners' feedback on PROs and PREs data visualizations for the oncology division Publication of PROs and PREs for the oncology division 	

RESULTS

<u>1. Patient and patient partners' feedback</u> <u>on static dashboard design</u>

- Inclusion of definitions for the indicators
 Avoid acronyms, use of lay terms
- Translation from French to English
- Addition of other methods to contact teams
- Inclusion of information on virtual unit
- Possibility of accessing by cellphone or tablet

2. Patient experience with the dashboard

Use of a survey to measure patients' experience with the dashboard to evaluate the impact of the project.

- Overall appreciation of the hospital's transparency
- Some patients did not pay attention to dashboards - focused on medical reason for hospital visit (identified area for change management)



Images. Screenshots of the Oncology Clinic's dashboard Top row : Mission-Vision and Oncology clinic staff names (left); Oncology clinic critical and specific indicators results (right) Bottom row : PREs results (left); PROs results (right)

<u>3. Change management : Patient engagement strategy</u>

Raising awareness about shared decision making and the use of a dashboard (video)

4. Patient and patient partners' feedback on PROs and PREs data visualizations for the oncology division

- Clarification of title and information displayed
- Inclusion of the number of patients who answered the questionnaire
- Creation of bilingual visuals

CONCLUSION / DISCUSSION

- We expect that this would strengthen patient's confidence in the medical institution, reassure them about the quality of care
- they receive and make them more invested in their health.
- Next steps: add other quality indicators specific to nursing care and expand the PREs and PROs to other divisions.

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