

# 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

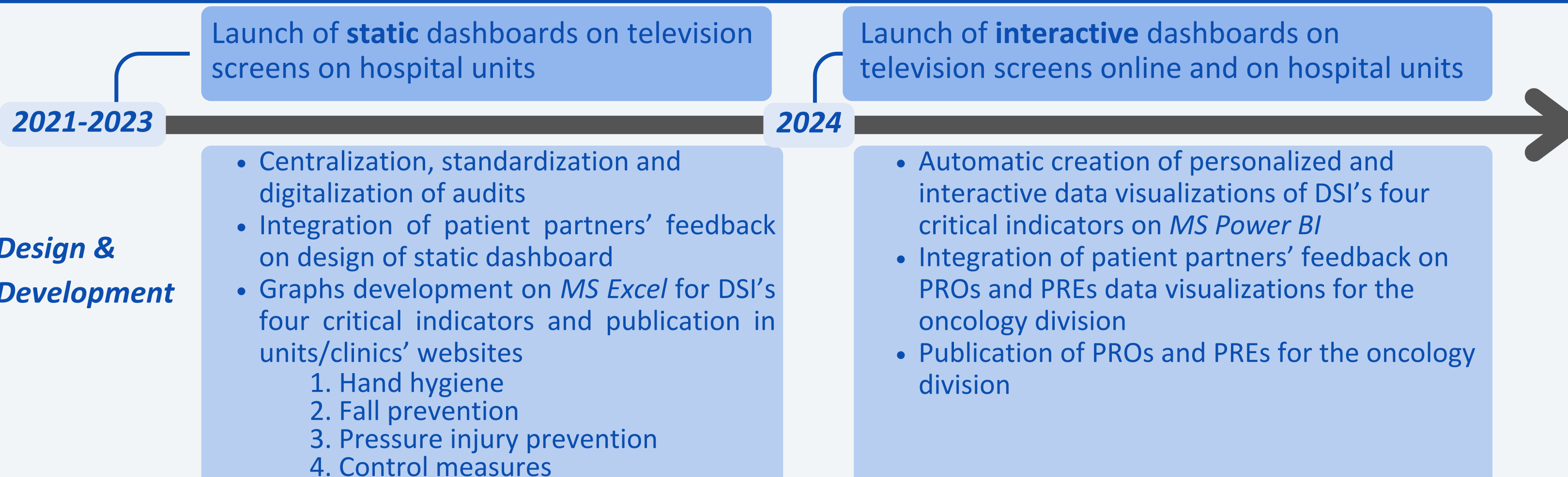
### Objective

Development of a process to centralize and standardize audit results

### Goal

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



## RESULTS

### 1. Patient and patient partners' feedback on static dashboard design

- 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.

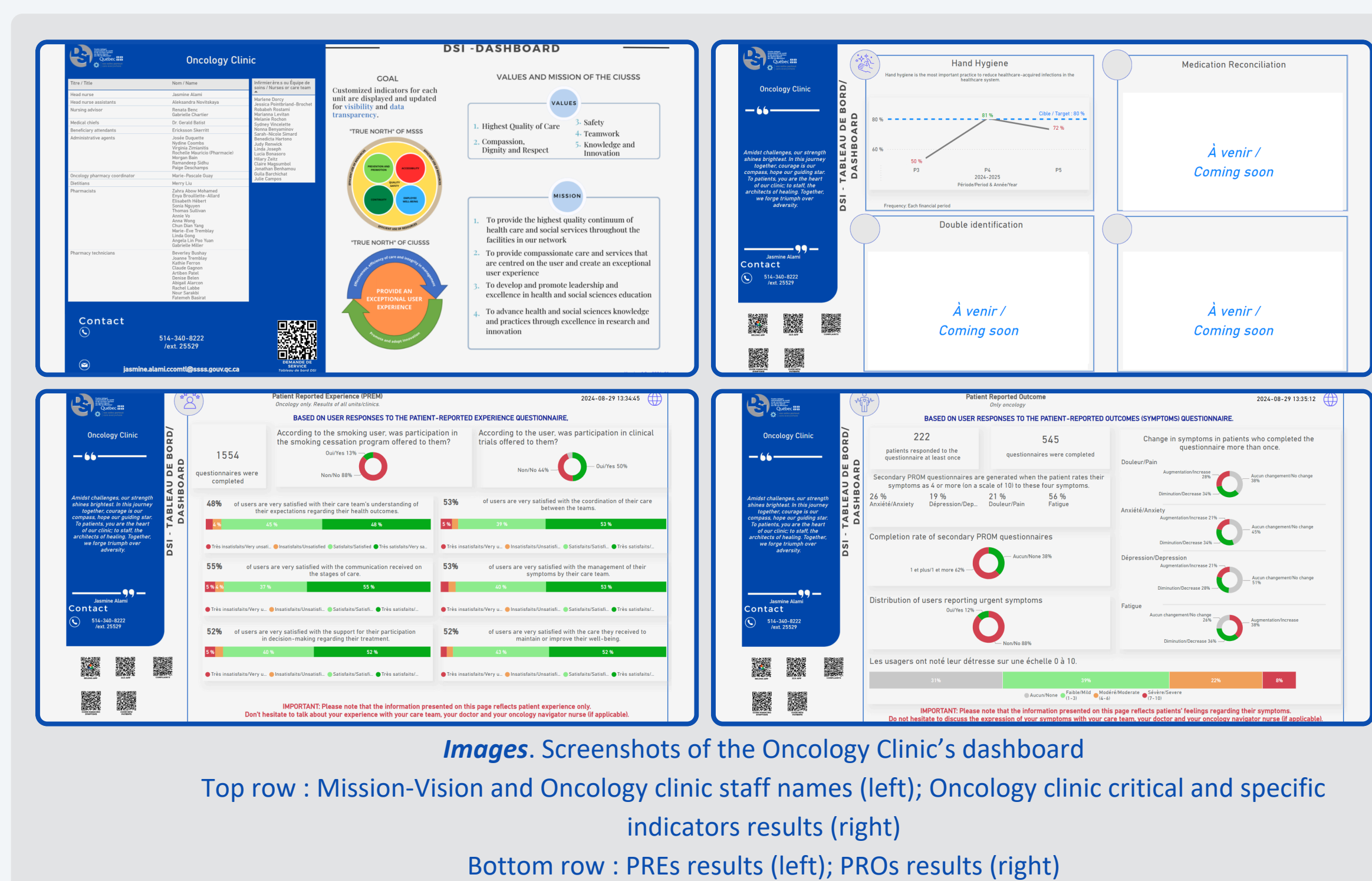
- Overall appreciation of the hospital's transparency
- Some patients did not pay attention to dashboards - focused on medical reason for hospital visit (*identified area for change management*)

### 3. Change management : Patient engagement strategy

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.