

Clinical Dashboards

Background

It is well known that good quality information is a driver of performance for clinical teams and helps ensure the rights services and best possible care is provided to patients.

A 'Clinical Dashboard' is a toolset developed to provide clinicians with the relevant and timely information they need to inform daily decisions that improve quality of patient care.

The toolset gives clinicians easy access to the wealth of NHS data that is being captured locally, in a visual and usable format, whenever they need it. At its core it will display locally relevant information alongside relevant national metrics, for example best practice from Royal Colleges and specialist associations, as this information becomes available.

The development of clinical dashboards was a key recommendation from both Lord Darzi's Next Stage Review (NSR) and the Health Informatics Review. Following the encouraging success of the first dashboard prototypes in summer 2008, the Clinical Dashboards Programme has now been established within NHS Connecting for Health to deliver a pilot programme, extending the reach of clinical dashboards to a broader community of clinical teams across multiple SHAs.

Depending on the success of this stage, a national rollout may follow, giving all clinical teams in England the opportunity to benefit from this technology as a means of improving quality of care.

Features

The Clinical Dashboards offer the following features:

- provide better information for clinical teams, presented in an easy to understand format with high visual impact
- utilise multiple sources of existing data
- provide clinical information relevant across multidisciplinary teams
- information is provided in 'real time'
- allow both configuration to local requirements and comparison against national data sets, where these are available.



Benefits

Based on the first clinical dashboard prototypes developed, this technology benefits local clinical teams in many ways. The main benefits derived can be summarised as:

- improvement in decision making to manage clinical care
- facilitates immediate targeted decisions to improve patient care and avoids delays of data cleansing processes
- improved quality of care as peers compare performance
- reduced time and effort to capture and report information
- increased staff satisfaction (and hence performance) as teams feel ownership of local level of quality care delivered
- improved data quality as a result of information being displayed locally and feeding back into more accurate original capture – reinforcing ‘capture once, use many times’ behaviour.

Relationship with national NHS information provisions and initiatives

The Clinical Dashboards compliment a wide range of national NHS initiatives and information sets by providing individual NHS organisations with a locally demanded toolset configured to local needs, that supports local teams to deliver faster, better and safer quality of care.

Stages of development

Prototype phase

Proof of concept work on clinical dashboards began in April 2008, when frontline staff in three NHS organisations started working with NHS Connecting for Health on the development of the first clinical dashboard ‘prototypes’. The organisations involved in the prototype stage were:

- Nottingham University Hospital (Urology dashboard)
- Homerton University Foundation Trust (A&E dashboard)
- Bolton PCT (GP practice and primary care dashboard)

Following the success of the prototypes, the Clinical Dashboards were featured in the Darzi NSR. The report also committed NHS Connecting for Health to making this technology more widely available to NHS organisations.

Find out more www.cfh.nhs.uk/systemsandservices/clindash/sites

Pilot phase

The Clinical Dashboard Programme is now progressing to an extended pilot phase to evaluate the potential benefits of this technology within a broader community of clinical teams across multiple SHAs.



During this phase the core technical infrastructure will be developed. The definition of metrics will continue to be locally-led, incorporating national best practice and guidance from professional bodies, where available.

Site selection for the pilot stage has been demand-led, marrying nominations from SHAs and Trusts with the necessary selection criteria (IM&T status, availability of local resources, fit with existing initiatives, etc) to underpin successful delivery.

National rollout

The central toolset and metrics repository will be designed to be scalable and flexible to facilitate national implementation of clinical dashboards in future, once the benefits from the next stage have been fully evaluated. A comprehensive business case for a national implementation will be developed during the pilot stage.

Further information

For further information visit www.cfh.nhs.uk/clindash

To contact the Clinical Dashboards team email clinicaldashboards@nhs.net

Ref: 4286 (Dec 08)

