

## Principles for choosing metrics to display on the Clinical Dashboards

The clinical dashboards will be individually designed with each clinical team to help improve performance by providing regular, timely feedback against locally predetermined parameters to assist successful intervention and improvement. They will provide an active performance monitoring tool for clinical engagement, operational effectiveness, clinical outcomes and patient experience, according to the requirements of each local environment. They will also provide opportunities to detect emerging patient safety issues and permit timely mitigating actions to be taken - improving the overall level of high quality, patient centred care.

To facilitate these objectives, a number of principles will be applied to the selection of appropriate information to be displayed (the metrics). These include:

- 1 Dashboards should cover the full range of clinical quality areas (safety, effectiveness (clinical, outcome and cost), patient experience etc).
- 2 Dashboards should include a range of metrics so that at least some are relevant across all aspects of the multidisciplinary team.
- 3 The metrics will be locally requested and chosen by the appropriate clinical teams and will not be limited to those nationally defined.
- 4 The metrics displayed should be locally actionable, and must be more than just interesting and available information.
- 5 The metrics should be as near real time as is useful.
- 6 The metrics will be displayed from raw data feeds and there will be no delays for data cleansing.
- 7 Presentation of information should be as instinctively understandable, and as visually stimulating as possible.
- 8 Where similar metrics exist (eg on other sites or with national definitions), a consistent approach should be used as far as possible to allow high quality local solutions, whilst maintaining compatibility and comparability.
- 9 Metrics for which the data cannot be captured and made available to provide adequate, timely refresh cycles will not be suitable for inclusion (though these should be logged as a 'future requirement').
- 10 The information displayed should ideally not overlap or duplicate information which is usefully provided and actionable elsewhere.

January 2009

Ref: 4380

