

From board to bedside and back

Our journey of engaging a large healthcare organisation with visual information to improve outcomes

The challenge

Information is a powerful driver of change ... when people engage and use it.

Our journey

In 2013 Melbourne Health embarked on a journey to improve information delivery to the organisation. Conscious of multiple data sources a sophisticated warehouse was built. The first reports were comprehensive, however they were poorly used by clinicians.

A new approach was required to engage the whole organisation, including the people delivering direct patient care. The process adopted by the Business Intelligence team was to refine the topic and empower key users to openly discuss the contributing factors they investigate.

Visualisation tools are now designed to be

- Focused** One key issue
- Visual** Uncomplicated charts
- Simple** Intuitive to navigate yet detailed enough to validate the source data .

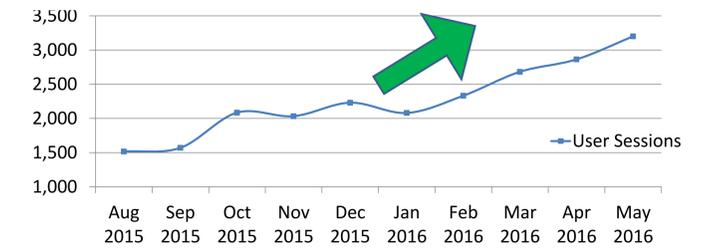
Analytical dashboards now provide transparent information that is informing clinical practice, highlighting opportunities for improvement, and driving operational and strategic decisions.



The increase in usage correlated with improved results as the data was used to inform improvement. Identifying the common time of falls with Nurse Unit Managers is one example of how data informed practice change.

Our Results

Usage of all apps continues to grow



Improved Outcomes



New dashboards and composite scores

Dashboards in development will assist workforce management and other key patient indicators.



The Recognising Team Excellence initiative utilises a composite score based on key measures to reward and recognise areas that perform well

