Vila Health: Dashboard and Health Care Benchmark Evaluation

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Dashboard and Health Care Benchmark Evaluation

*Dashboards and other reports can provide crucial information about how well an organization is meeting benchmarks set by local, state, and federal laws and policies. Healthcare organizations need to be able to use this information to determine the most effective strategies for quality and performance improvement. This activity asks you to review a diabetes dashboard and fact sheet used by Mercy Medical Center, a Vila Health affiliated hospital, and determine where the organization is falling short.*

Scatterdesk

Public Health Dashboard - Diabetes

New Patients Last Quarter by Race

* African American - 17 (3 percent)
* American Indian - 73 (13 percent)
* Asian - 34 (6 percent)
* White - 355 (63 percent)
* Other - 11 (2 percent)
* Blank/Declined - 73 (13 percent)

New Patients Last Quarter by Gender

* Male - 214 (38 percent)
* Female - 347 (62 percent)
* Blank/Declined - 2

New Patients Last Quarter by Age

* 20 or younger - 118 (21 percent)
* 21-39 - 51 (9 percent)
* 40-64 - 214 (38 percent)
* 65+ - 180 (32 percent)
* Blank/Declined - 0

|  | **Q1 2019** | **Q2 2019** | **Q3 2019** | **Q4 2019** | **Q1 2020** | **Q2 2020** | **Q3 2020** | **Q4 2020** |
| --- | --- | --- | --- | --- | --- | --- | --- | --- |
| Eye Exam | 50 | 48 | 60 | 42 | 62 | 48 | 58 | 64 |
| Foot Exam | 60 | 58 | 42 | 70 | 75 | 50 | 48 | 62 |
| HgbA1c | 60 | 48 | 60 | 42 | 72 | 58 | 78 | 64 |

Fact Sheet

Mercy Medical Center (Shakopee, MN)

Mercy Medical Center is one of the region's top choices for high quality health care. Don't just take our word for it, though. Here are some of the accolades we've received:

* Highest Safe Surgery Rating by a consumer advocacy magazine.
* Healthgrades Outstanding Patient Experience Award.
* Shakopee Ledger Top 20 Workplaces 2020 and 2021.
* Women's Choice Award for the Best Hospital for Patient Experience in Emergency Care.

Shakopee Demographics

| **Female** | **Male** | **Total Population** |
| --- | --- | --- |
| 18,235 | 17,957 | 36,192 |

| **< 20** | **21-44** | **45-64** | **> 65** |
| --- | --- | --- | --- |
| 12,126 | 14,732 | 6,099 | 2,371 |

|  | **White** | **Asian** | **Hispanic - Latino** | **Other** | **African American** | **Two or more races** | **American Indian** |
| --- | --- | --- | --- | --- | --- | --- | --- |
|  | 28,537 (76 percent) | 3,822 (10 percent) | 2,890 (7 percent) | 1,661 (4 percent) | 1,601 (4 percent) | 1,016 (4 percent) | 433 (1 percent) |

Shakopee Ledger

Top 20 Workplaces 2020 & 2021

|  | **2010** | **2021** |
| --- | --- | --- |
| Hospital Rooms (All Private) | 62 (70 licensed) | 85 (93 licensed) |
| Medical/Surgical Rooms | 33 | 56 |
| Special Care Unit | 8 | 8 |
| Family Birth Rooms | 17 | 17 |
| Children's Care Pediatric Rooms | 4 | 4 |
| Operating Rooms | 5 and 1 C - Section | 8 and 1 C - Section |
| Emergency Room Treatment Bays | 16 | 21 |
| Endoscopy Rooms | 2 | 2 |

|  | **2021** |
| --- | --- |
| Physicians | 433 |
| Volunteers (15 — 94 years old) | 200 |
| Inpatient Admissions | 5,735 |
| Surgical Procedures | 4,627 |
| Births | 1,328 |
| Emergency Room Visits | 29,893 |
| Urgent Care Visits | 9,586 |
| Outpatient Encounters | 119,535 |
| Physical, Occupational, Speech/Language Therapy Visits | 28,636 |
| Pediatric Therapy Visits | 11,987 |
| Sleep Center Visits | 783 |
| Radiology Procedures | 59,335 |
| Cardiac Rehab Visits | 7,158 |
| Cardiopulmonary Visits | 19,676 |
| Cancer Center Visits | 7,781 |

Now that you've reviewed the data answer the following questions:

What are the biggest areas of concern with regards to the information in Mercy Medical Center’s Public Health Dashboard – Diabetes?

Your response:

This question has not been answered yet.

While there are a few areas of concern present in the diabetes public health dashboard, the two biggest areas of concern are the declining HgbA1c exams and the low foot exam rate. Both of these tests are important tests to help identify potential diabetes related complications early.

Some areas that are not concerns, or there is not enough data to say for sure are as follows

The number of eye exams has fluctuated over the last two years. It is about 6 times what it was in first quarter of 2018. and it is four to nine times more than the foot and HgbA1c exams. It could probably be better, but it is not one of the biggest areas of concern.

With regard to the data on new diabetes patients, this dashboard has no information on the total number of new patients in previous quarters. So the new patient numbers cannot definitively be called an issue based on the data available.

Looking at the statement regarding patients aged 20 or younger, similar to the new patient statement, there is not enough data within this dashboard to label it as one of the biggest areas of concern.

Select one of the underperforming metrics. Why and how would improving this metric contribute to the overall success of Mercy Medical Center?

Your response:

This question has not been answered yet.

There is no one right answer for this question. When looking for areas to improve within a care setting it is important to consider factors such as:

* The severity of the issue.
* The number of patients affected.
* Any financial impacts.
* Stakeholders involved.
* Measureable outcomes.

By building an objective, evidence-based case around these considerations, in addition to any legal or regulatory factors, it is possible to reach a good decision about improvement projects to pursue.

Conclusion

In this activity, you had the opportunity to review various dashboards and other reports in order to evaluate Mercy Medical Center’s performance against local, state, and federal requirements. Use the information you acquired here as well as external research into appropriate standards to complete your course assignment.