

Cruising the Healthcare Highway – Dashboarding Pharmacists' Clinical Activity

What's a dashboard?

A visual representation of key data & metrics that provides a real-time overview of how well a team is meeting its objectives & goals

How we made the dashboard

We used PowerBI to build the dashboard using clinical key performance indicators (cKPI) data extracted from the eMR

The dashboard is hosted in MS Teams

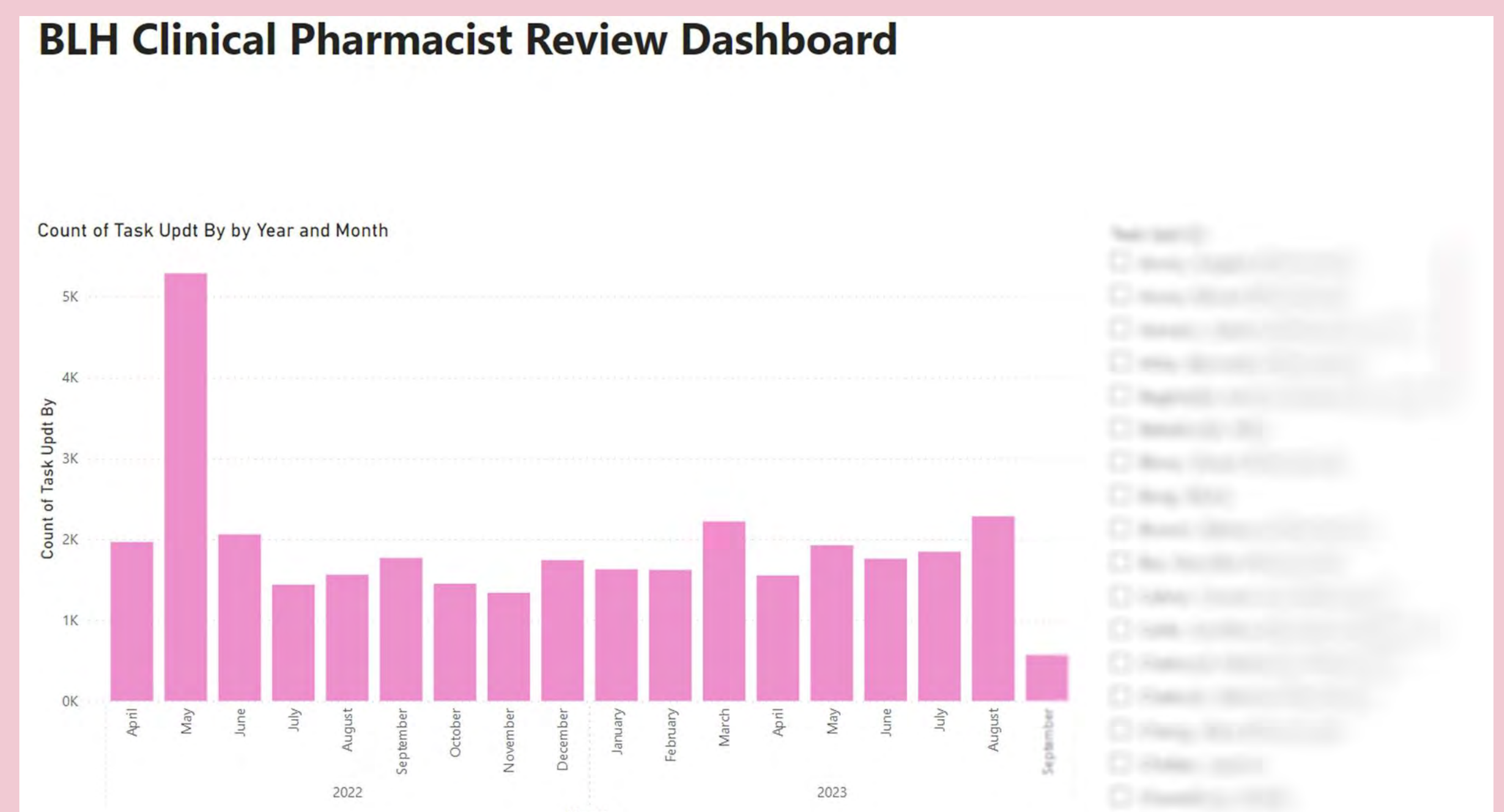
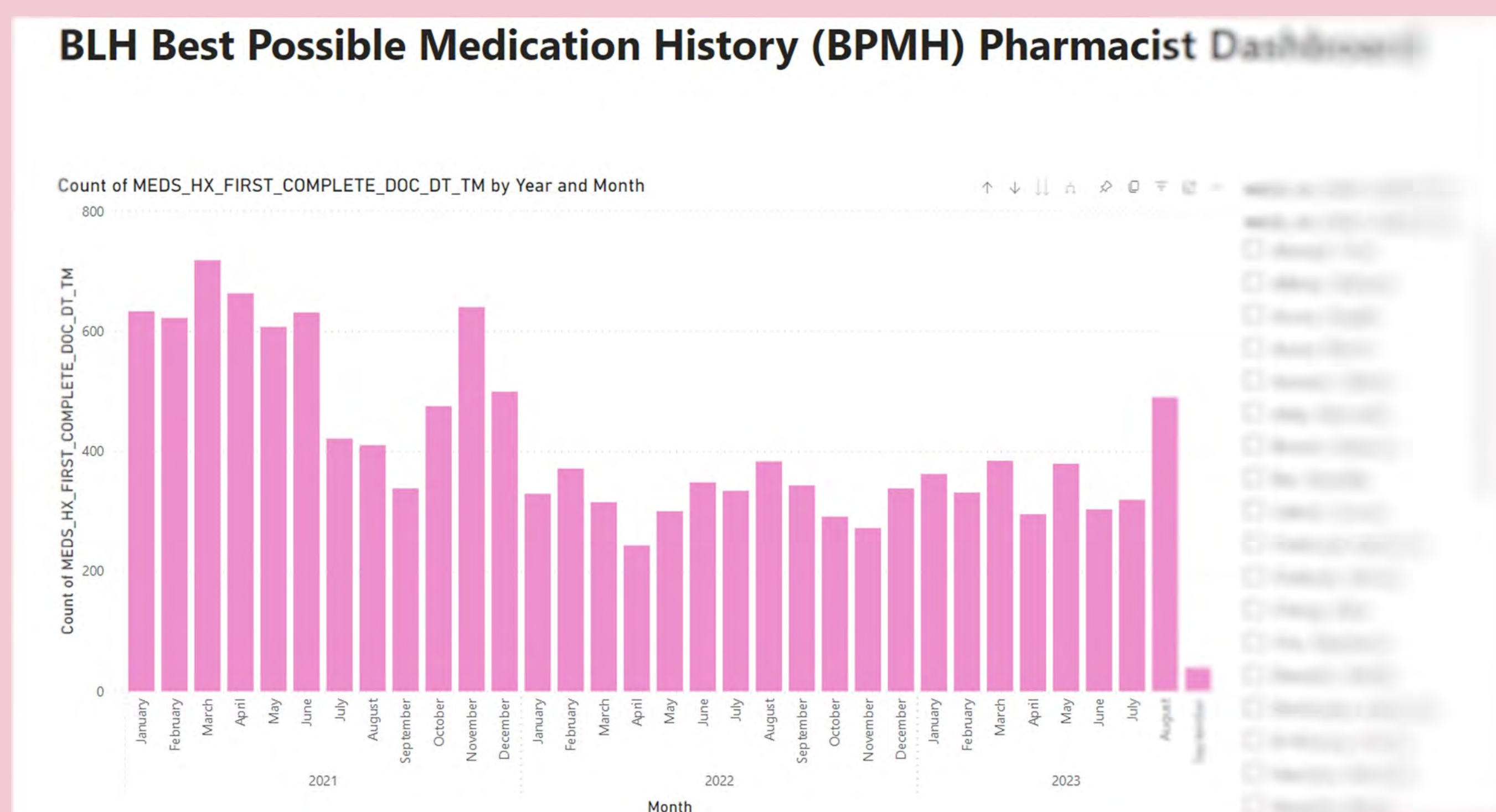
What data is included in the dashboard?

cKPIs are included if they have automated data that can be pulled from the eMR. Three cKPIs are included in the dashboard:

- Medication History
- Clinical Review
- Pharmacist Interventions

The dashboard can be toggled to view individual pharmacist cKPI

The dashboard in action



Medication History (left) & Clinical Review (right) visualised for the pharmacy team

Dashboard statistics

The dashboard visualises 136,577 data points since January 2021 and includes activity from 33 pharmacists

The dashboard can be toggled to display individual or the entire team's performance

Why Dashboard?

There are many reasons to build a dashboard for your pharmacy service. Some positives of a dashboard include:

- Fosters transparency & data-driven decision making
- Builds a culture of continuous improvement
- Enhances workforce productivity
- Improves individual pharmacist accountability for their performance
- Supports organizational compliance with the National Safety & Quality Health Service (NSQHS) standards
- Removes need for manual data collection & collation
- Identifies high-performers & address performance concerns