ABSTRACT: 2018 ELAM Institutional Action Project

Project Title:
Johns Hopkins Radiology Faculty Dashboard

Name and Institution:
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Collaborators and Mentors:
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Topic Category (choose 1): <mark>Administration</mark>   Clinical   Education   Faculty Development
Research

Background, Significance of project:
The Johns Hopkins Health System has evolved into an incredibly complex environment. It is a Hopkins' priority to provide transparency, ensure equity and encourage accountability to empower faculty to make informed decisions and be successful in moving our tripartite mission forward. However, currently, much data is not readily accessible and is often provided monthly or quarterly via email and pdfs. Some information is not shared widely with faculty. Faculty and Administration often struggle without clear expectations and without a system that allows near-time access to data, sets formal goals, provides metrics and empowers individuals to be successful.

Purpose/Objectives:
To design, build and implement a Radiology Faculty Dashboard that pulls together clinical, education, research and administrative data directly from various data sources throughout the school of medicine (SOM) and hospital. It will consolidate information into one location with near-time access to a variety of data. Faculty will be able to access data including schedules, salary, RVUs, bonus targets, sign off times, peer review, quality data, teaching evaluations, and grant support data. Faculty can set annual goals which can be tracked and monitored by faculty and division chiefs.

Methods/Approach/Evaluation Strategy:
1. Met with stakeholders at SOM, including Dean, CFO's and SOM business office to get their support and remove roadblocks when trying to access data directly from various sites across the institution.
2. Identified financial resources to support the project.
3. Identified Team members:
   - IT project manager on analytics team to lead the effort
   - Identified additional resources from Enterprise IT and Department of Medicine
4. Identified KPIs:

- Elicited input from Division Chiefs and faculty to determine and narrow down performance metrics.

5. Created mockup of a dashboard in Tableau.

6. The goal is to create initial working dashboard by 7/1/18

7. Evaluation strategy will include:
- user-interface and ease of use
- knowledge discovery
- security
- information delivery
- visual design
- survey Faculty and Administration regarding satisfaction with the dashboard; we will monitor usage and track IT issues.

9. Design a process for continuous improvement of dashboard based on feedback. This dashboard should be a "living" dashboard which will grow over time to meet the needs of the faculty

Outcomes/Results:

The dashboard will provide an opportunity to educate the physicians on the most important performance elements. It will show how their outcomes compare to their peers or to their own past performance and draw attention to low (or high) performance. It will highlight areas that need improvement, and acknowledge metrics where physicians are meeting or exceeding expectations.

Discussion/Conclusion with Statement of Impact/Potential Impact:

This design, build and implementation of a Radiology Faculty Dashboard will provide a critical resource to faculty and leadership and empower them to make informed, mission-critical decisions based on near-time data. It will also be an essential tool used by the SOM to have access to Radiology data in aggregate or to drill down to the division level or individual faculty level and can serve as a model to build similar dashboards in other departments.