



Social factors influencing the adoption of dashboards to improve quality of care

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Introduction



Increasing number of dashboards are designed for quality improvement in healthcare¹.

Previous research on dashboarding:

Technical requirements:

- Timely, complete, and correct data display²;
- Flexibility in adjusting the content to end-users³;
- Colour-coding¹.

Design requirements:

- Human-centred and interdisciplinary⁴;
- Using prototypes⁴.



Dashboards are no magic bullets that automatically improve quality of care

Research question: which social factors within the team influence the adoption of dashboards in practice and how do these factors interrelate?

Methods

An embedded case study was performed evaluating the development and implementation of two disease-specific dashboards in an average size regional hospital in the Netherlands.

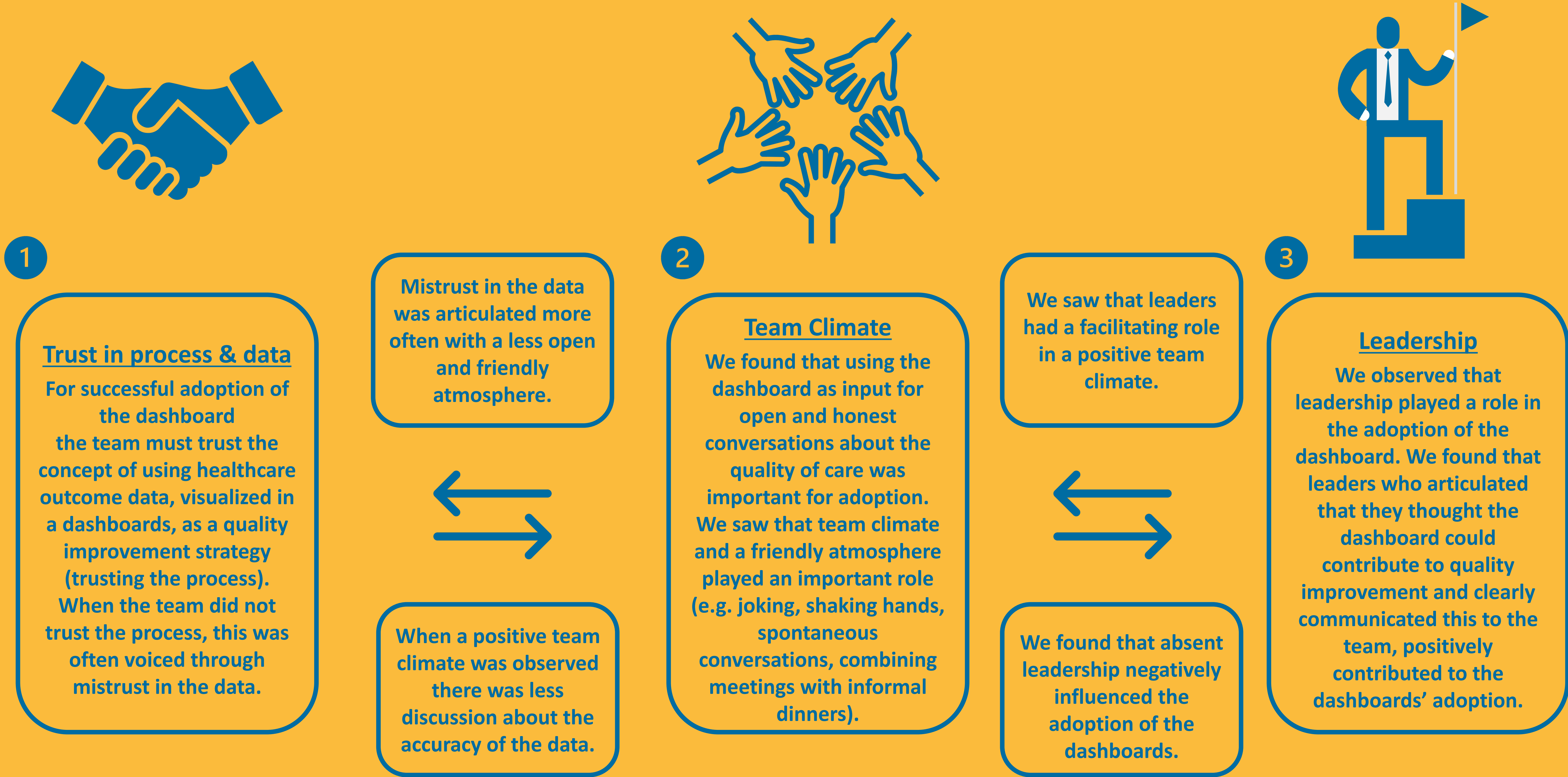
The study consisted of:

- 11 semi-structured interviews with respondents involved in the development and adoption of the studied dashboards;
- 4,5 hours of participatory observations;
- Two digital focus groups with value based healthcare experts to verify the findings (n=27).

The domains of the NASSS framework⁵ served as a coding scheme for thematic analysis of the data.

Results

There are multiple social factors in the team that influence the adoption of dashboards for quality improvement:



Conclusion

For the adoption of dashboards in practice more is needed than technical and design requirements. Our study showed multiple interacting social factors within the team influencing the adoption: trust in the process and the data, team climate and leadership. Being aware of these social factors when developing and implementing dashboards could improve the adoption of these dashboards for quality improvement. Future research should focus on whether certain interventions can positively influence these social factors to improve the adoption of dashboards for quality improvement in healthcare.

References

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