

Learning Objectives

- 1) Analyze the quality scorecard development process and its transformation into a data-driven tool for monitoring healthcare initiatives.
- 2) Identify strategies for implementing data-driven tools in healthcare organizations to promote equitable healthcare practices.

Advancing UChicago Medicine's Quality Scorecard: Data-Driven Equitable Healthcare



AT THE FOREFRONT
UChicago Medicine

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Background

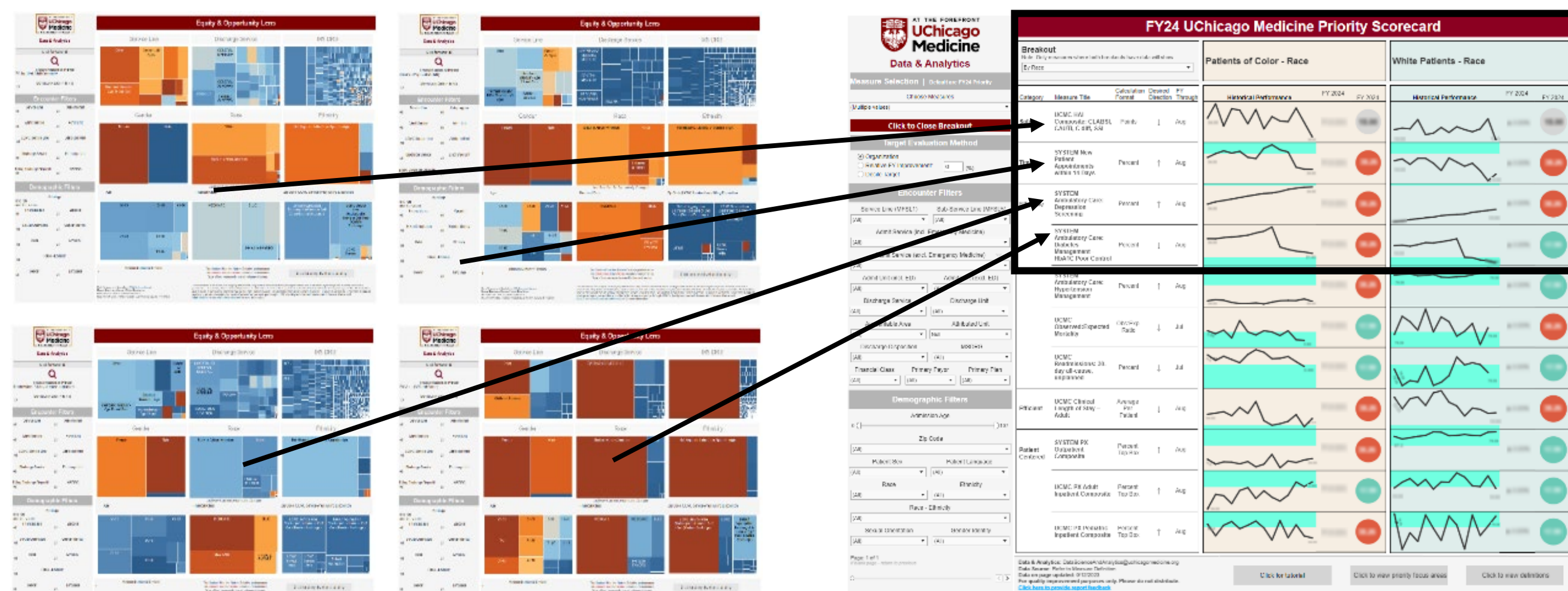
The Quality Scorecard is a system-wide data-driven tool to monitor and improve healthcare initiatives while elevating a focus on equity

- Clinical excellence for all patients can only be achieved when equity is front of mind throughout all levels of the organization
- The Quality Scorecard report is a monthly system-wide pulse check of clinical performance

Innovation

Diversity, Equity, and Inclusion team highlighted a greater need within existing reporting to investigate which patient populations may require tailored interventions

- Transitioning spreadsheet reports to a single interactive dashboard to scale
- Expanding data structure with patient level descriptors to allow custom reports for section leaders
- Adding Equity Lens to view 20+ demographic breakouts of performance for a single metric
- Launching Equity Breakout functionality to provide a side-by-side comparison of key demographic populations across several care metrics



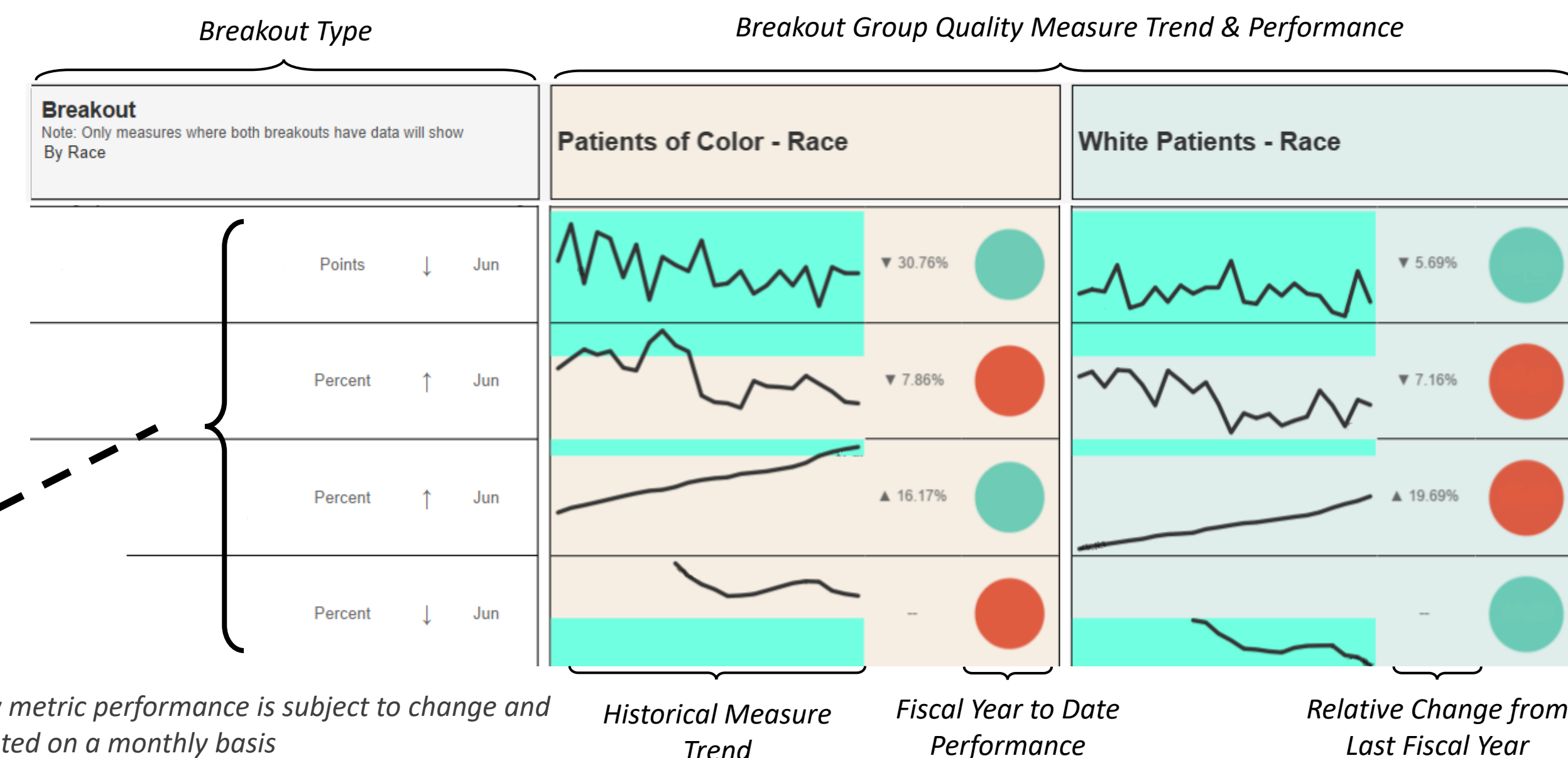
Equity Lens: 4 Tabs, 4 Measures

Equity Breakout: 1 Tab, 11+ Measures

Outcomes & Impact

Making the Equity Breakout widely accessible enables decision makers to monitor metrics they own and develop targeted initiatives to bridge potential gaps across patient populations

- The Equity Breakout summarizes over 100 operational measures into a concise and actionable visualization tracking outcomes across race, ethnicity, and other demographic splits
- Recognize opportunities – one population consistently trending positively, the other lagging behind
- Applying this tool, a workgroup can target a measure with potential outcome disparities and investigate further through more focused reporting



Quality metric performance is subject to change and is updated on a monthly basis

Historical Measure Trend

Fiscal Year to Date Performance

Relative Change from Last Fiscal Year

Lessons Learned

- Focus on scalability and flexibility when developing data models, and how to summarize concisely
- Integrate equitable views of data for all levels of reporting and audiences
- Follow data visualization best practices so opportunities are easily recognizable and actionable
- Partner with DEI team on education of appropriate interpretation and utilization of data