

Executive Nursing Dashboard

UC San Diego Health System

Overview

I managed the development of the Executive Nursing Dashboard in Tableau. The automated Tableau dashboard replaced a legacy dashboard that was manually updated in Excel on a monthly basis.

Problem

The dashboard comprises 50 metrics across Patient Throughput, Quality and Patient Safety, Staffing, and Patient Experience. Many of the legacy metrics were updated manually by the respective departments. With Tableau, the goal was to automate both the dashboard and the data sources.

Nursing staff use these metrics for process improvement projects, accreditation goals, and to track progress for national benchmarking initiatives.

Process

As both the project manager and developer, my responsibilities were two-fold:

As a project manager, my responsibilities were :

- Chaired a pilot group of nurse directors, managers, and staff that met to discuss and decide on dashboard design, metric scope, and timeline.
- Coordinated the separate department's efforts to develop respective data sources. This included weekly meetings for updates while ensuring the data sources worked with the final design plan.

As a developer, my responsibilities were :

- Developed the dashboard in Tableau based on the final design plan agreed on with Nursing Pilot Group.
- Created the Nurse Staffing data source. This included development of the ETL process to ingest data from the third-party staffing software platform into the data warehouse.

The project was conducted over 12 months with phased rollouts of different groups of metrics. The project is still on-going.

Solution

Screenshots of final dashboard examples included below :

