

## ST. JOSEPH MERCY HEALTH SYSTEM

An iDashboards Case Study

“iDashboards utilization of ‘interactive intelligence’ allowed for easy viewing of multiple data points in a single view. Additionally, iDashboards drilldown features allow for easy navigation and summation of information while still making detail available in the background.

— Ryan Grekoff, Manager, Logistics Center, St. Joseph Mercy Oakland

## Creating Organizational Transparency with LCD Dashboard Solutions

### CUSTOMER

St. Joseph Mercy Health System is a subsidiary of one of the largest Catholic healthcare systems in the country, Trinity Health. The 443-bed facility has been a part of the Pontiac, Michigan community for more than 80 years. The hospital is ranked in the top fifth percentile for clinical excellence in the nation and serves as a teaching hospital and Northern Oakland County’s hospital of choice.

Recently undergoing a \$54.5 million renovation, St. Joseph Mercy unveiled its new 50,000 square-foot Surgical Pavilion to meet the needs of the community and remain on the cutting-edge of medical advancements.

### CHALLENGE

St. Joseph Mercy was seeking a solution to help drive positive results and encourage accountability. With an organizational commitment to making strategic initiatives and metrics transparent to front line staff, St. Joseph Mercy needed a solution that enabled them to display their metrics in a concise and easy-to-read format. With the ultimate goal of strategic organizational alignment, St. Joseph Mercy sought out dashboard solutions to adopt throughout the hospital.

### SOLUTION

After researching several dashboard software companies, St. Joseph Mercy completed a proof of concept with iDashboards and determined its ability to support executive summaries of complex data sets, ease of use, interactive maps and flash capabilities set it above the competition. Data could be viewed with in-depth insight, while the patented interactive intelligence created easy navigation and made bottom-line information available at-a-glance. Live LCD dashboards displayed in common areas created the opportunity for St. Joseph Mercy to make pertinent information available to staff without having to search for the desired information, fulfilling the critical goal of transparency.

### RESULTS

Dashboards have been implemented in several departments throughout St. Joseph Mercy Health System, including Nursing, Administration, Ancillary, and Scheduling among many others. The utilization of iDashboards in daily

operations has increased transparency throughout the organization, improved accountability and the performance of key initiatives. The ability to compare metrics side-by-side across units and departments has allowed better focus on improvement strategies. St. Joseph Mercy has fulfilled their transparency commitment and now has LCD monitors in each medical/surgical unit that utilizes LCD licenses. The new displays make information, such as near time responses for patient placement, capacity, patient transport, bed clean turnaround, volumes to budget and patient satisfaction, available to the frontline staff.