

# Data Visualization : What's in Your Dashboard?

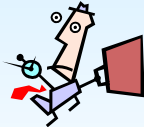


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**Comprehensive Pharmacy Services Medication Management**

You want to share news about the pharmacy with your boss. He/she:



**A. Jumps for joy**



**B. Checks watch and runs the other way**



**C. Immediately asks why you spent so much on drugs this month**



**D. Greets you warmly and says "I only have a couple of minutes"**



*What if you only had a two minute elevator ride to tell the CEO what is important to pharmacy?*

- Know what is important to your boss/CEO
- Have a clear set of critical indicators for your department
- Measure and report – they won't read a narrative
- Make your data paint a picture for you



- **Begin at the beginning for a well-structured Dashboard**
- **Strategic Planning – Clear goals and objectives**
- **Well-defined outcomes measures**
- **Firmly established metrics**

## STEP 2



- **Identify the functional areas of focus**

- **Financial**
- **Operational**
- **Clinical**

- ***What is important to your CEO?***
- ***What is critical for the CEO to understand?***
- ***Present a balanced perspective on the Pharmacy Trilogy***

## Step 3



### ***Choose two or three key indicators in each functional area:***

- Financial
  - Drug Spend
  - Personnel Expense
- Operational
  - Turnaround Time
  - Missing Doses
- Clinical
  - Clinical Interventions
  - Medication Reconciliation

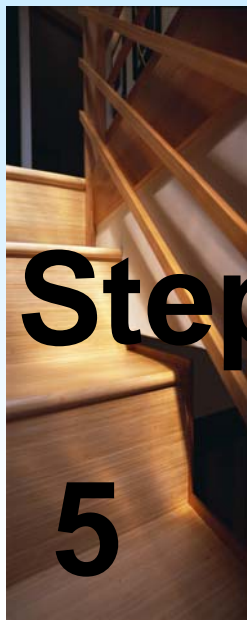
***Don't confuse what you need to know with what the CEO needs to know!***

***(Business Intelligence for you vs your boss - you may want two Dashboards)***





- Determine your levels of performance
  - Target performance is fully met
  - Target performance is marginally met
  - Target performance is not met (better have a plan!)



## Step

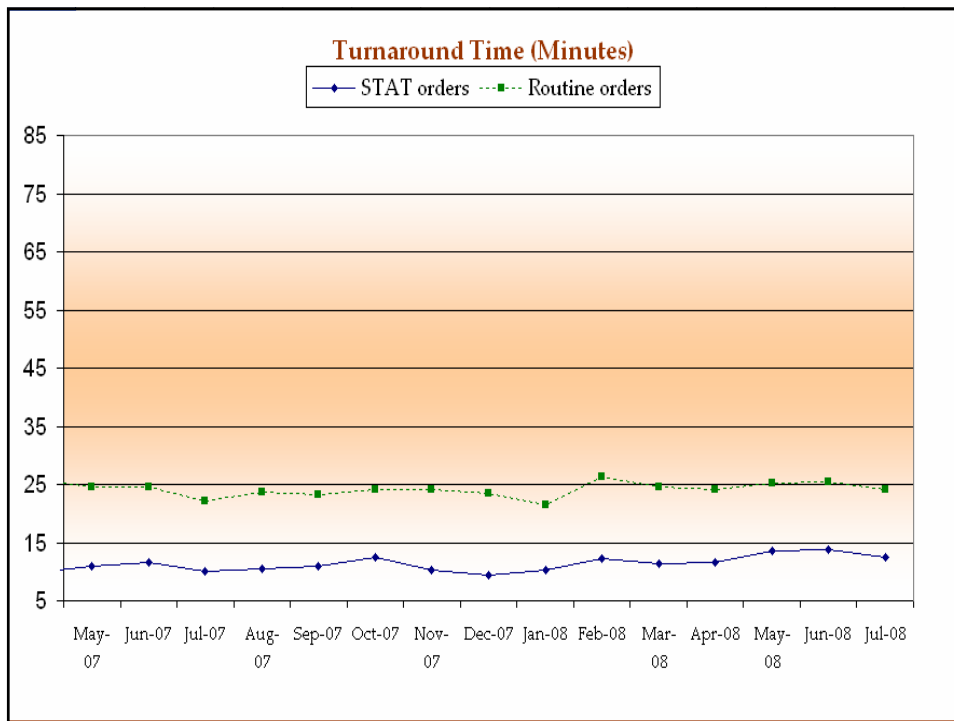
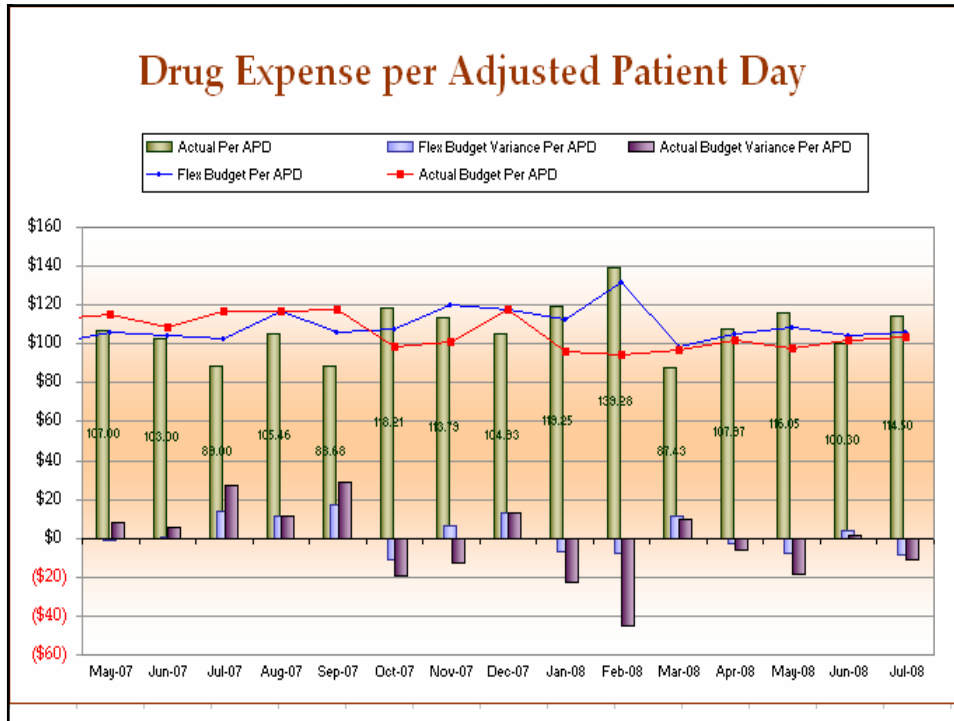
### Build your Dashboard

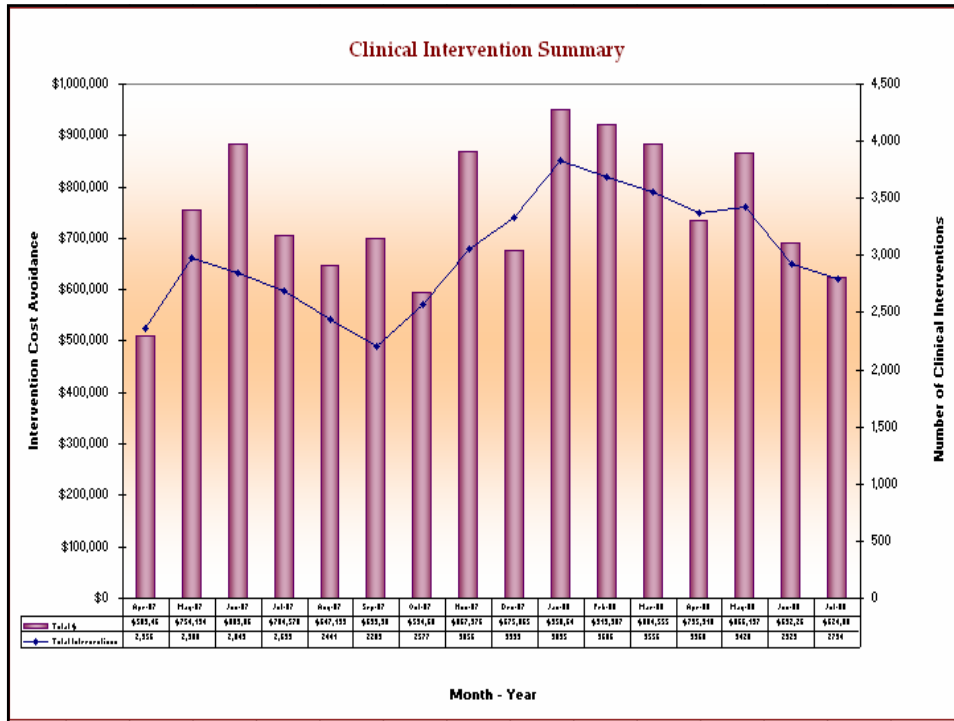
- Spend \$\$ on expensive software or...
- Use Excel
- Create clear graphs
- Build a Dashboard page with cool icons
- Link the icon to the graph for cool on-line display (“insert hyperlink”)






7 <sup>th</sup> Step 2 Minutes that Count			
Department of Pharmacy - 2008 Performance Dashboard			
Drug Expense	Med Reconciliation	Pyxis Doses	Missing Doses
Unit Inspections	Clinical Interventions	Wastage Expense	O.E. Turnaround Time
Drug Expense <= Flex Budget	Med Reconciliation >= 92%	Pyxis Doses >= 80%	Missing Doses Per APD <= .099
Drug Expense > Flex Budget	Med Reconciliation <= 92%	Pyxis Doses >= 75%	Missing Doses Per APD >= .10
Drug Expense >= 3% Over Flex	Med Reconciliation <= 90%	Pyxis Doses <= 75%	Missing Doses Per APD >= .11
Unit Inspections = 100% Complete	Clinical Interventions >= \$500,000	Wastage Expense <= Flex Budget	Overall TAT < 25 minutes
Unit Inspections < 100% Complete	Clinical Interventions >= \$400,000	Wastage Expense > Flex Budget	Overall TAT > 25 minutes
Unit Inspections < 95% Complete	Clinical Interventions < \$400,000	Wastage Expense >= 10% Over Flex	Overall TAT >= 27 minutes







## Step 8

- Publish on schedule
- Share with your management / staff
- Re-evaluate your critical indicators at least annually in conjunction with pharmacy goals and hospital priorities

