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The development of the emergency department dashboard

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Introduction: The Visualization of electronic health records in form of dashboards is a salient supervision tool for health managers that are handy in reaching out for valuable information required for making an evidence-based decision. The short time required to design dashboards and their high flexibility in meeting users' information needs and personalizing it based on user feedback has been considered a suitable solution for managing information in times of crises such as the COVID-19 pandemic. This study aimed to the development of a dashboard for the emergency department during COVID-19 in a big hospital in Iran.

Methods: We developed a dashboard by user-centered design (UCD) methodology in four phases namely: specify the context of use and requirements, create design solutions and evaluate. Indicators were determined by reviewing the previous studies, focus groups, and expert panels. Power BI Desktop software was used for the development of the dashboard. We obtained users' comments about the dashboard. Finally, user satisfaction was evaluated.

Results: We identified 30 indicators for COVID-19 ED including input, output, and process indicators. The dashboard was developed and revised according to users' feedback and suggestions; the final version was implemented in 2021, then 28 ED and managerial staff participated in the evaluation of the dashboard. The average system usability scale of the dashboard was 84.10 points and the situation awareness index was 3.97, which indicates" Good" usability and situation awareness.

Conclusion: This dashboard presented the key managerial and clinical indicators for the decision-making in ED. Future studies can be designed for accidents and burns ED and create emergency information dashboards for several hospitals for better management in times of crisis.

Biography

Somayeh fazaeli has her expertise in evaluation and passion in improving the e-health and health system responsiveness. Her evaluation models for responsiveness based on responsive constructivists provide new pathways for improving healthcare. Also she has built information dashboards for emergency, management, nursing, evaluationg in hospital. This model after years of experience in research, evaluation, teaching and administration both in hospital and education institutions.

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