Safer Intelligence

Safer Intelligence Dashboard - Frequently Asked Questions

Version 1.0 July 2017. Review by January 2018

How have the measures been selected for inclusion in the dashboard?

Haelo has worked with a wide range of subject matter experts to determine what possible measures are available to answer the questions we have about safety and then to select a small number of measures for inclusion. Selection of the measures was also guided by a set of criteria including:

- Does the measure speak to the whole health and care economy?
- Can the measure show improvement over time?
- Does the measure reflect safety of services provided?
- Does the measure show data about Salford residents?

Why are there gaps in the data?

We are currently working with subject matter experts to finalise a number of the measures (in particular, resilient operations) and these will be available on the dashboard shortly.

I want a more specific set of data. Why isn't it included?

The aim of the dashboard is not to provide every possible source of data on a subject but to provide just enough data to answer 'are we getting safer?' and stimulate further inquiry. Learning from safety critical industries suggests that the value of looking at data is to stimulate inquiry, rather than for assurance. Other data sources are available locally if assurance is required. The front page of the dashboard poses the question 'what can we learn about safety?' therefore encouraging viewers to think about what other data would be useful and direct users towards investigation of more detailed information.

Some of the data relies on coding but I know that coding is not perfect. How can I rely on the data?

There are rarely perfect measures available. However to be able to track change over time, data does not need to be perfect as long as it is collected consistently. If coding practices are flawed, it is likely that they have been consistently flawed over time. Any significant changes that do occur in the collection of data can be annotated on the chart.

Why are numbers of incident reports not included in the data?

Incident reports, while providing an extremely valuable source of information and rich detail on past harms, are not logged consistently enough to show improvement over time. There is no way to guarantee that all harms are captured via incident reporting and indeed many instances of harm may not meet an individual's personal threshold to warrant reporting and will therefore go uncounted. An additional problem with using incident reports as a measure of harm is that an increase in number of reported events would not necessarily indicate a drop in safety and could actually signal a change in culture of reporting.

Who should look at this dashboard?

The dashboard has a wide range of potential audiences from organisational board meetings for strategic decision making to provider level team meetings for targeting initiatives and

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identifying improvements. Whoever uses the dashboard, wherever they use it, the aim is to encourage new thinking about safety, stimulate conversations and promote inquiry.

Can the data be shared?

All data contained in the dashboard is either accessible publically or could be accessed via a Freedom of Information request. All patient-based data is aggregated and no personal identifiable data is presented. Therefore there are no restrictions on sharing the data, although the source should be referenced.

Who is responsible for maintaining the data in the dashboard?

We are working with business intelligence leads from the Salford Integrated Care Organisation to plan handover of the dashboard maintenance.

How often is the dashboard updated?

All the data sources, with the exception of those in the Behaviours section can be gathered monthly. Once maintenance of the dashboard has been established, it is expected that the dashboard will therefore be refreshed monthly.

How do I find out the technical details (e.g. data source) for a chart?

Each chart has an information button (an italic "*i*") which can be hovered over to give a technical chart definition, data source and time period.

How do I interpret Statistical Process Control (SPC) charts?

Please refer to the accompanying guidance document for information on interpreting SPC charts.

How do I learn more about the specific functions within Tableau?

Tableau is a web-based platform used to create intuitive and visually engaging data presentations. Please refer to the accompanying video tutorial (coming soon) to get started. After this, the best way to learn how to use the charts included is to spend time 'playing around' in the dashboard itself.

Can I print the dashboard for a board report?

The dashboard pages have been optimised for printing if necessary. However, by printing the dashboard, users lose the ability to interact with the charts and therefore will miss much of the richness that the dashboard can provide. The dashboard is web based and can be accessed anytime, anywhere via laptop or tablet. We recommend that when users review the dashboard they do so with a live version in front of them.

If you do wish to print a particular Tableau page, click the 'Download' icon in the bottom right corner then select 'image'. An image file will be created which you can either print of copy into another document.

I have a specific question about the dashboard, who can I contact?

Email any questions to info@safersalford.org

Where can I find out more about the Measurement and Monitoring of Safety Framework?

Visit the Health Foundation website: http://www.health.org.uk/publication/measurement-and-monitoring-safety