

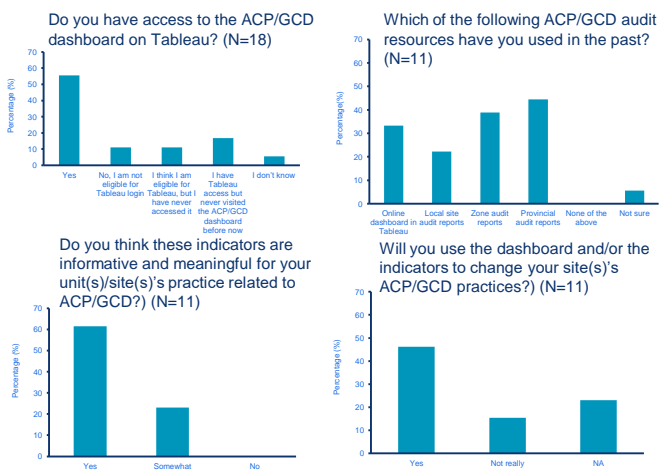
ACP/GCD Quality Indicators in Monitoring Uptake of Advance Care Planning in Alberta

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Background In 2014, a province-wide policy for advance care planning (ACP) and Goals of Care Designation (GCD) was implemented across Alberta. The knowledge translation research program, Advance Care Planning Collaborative Research and Innovation Opportunities (ACP CRIO), identified and developed nine performance indicators for ACP/GCD to measure the uptake of ACP/GCD policy and report its quality measures. These indicators, collected on an interim basis during a provincial audit, were endorsed for use by healthcare system administrators and have been operationalized into an Albertan ACP/GCD dashboard through Tableau system. The objective of this project was to investigate whether the users find the indicators *and* the ACP/GCD dashboard usable and acceptable.

Methods Design: cross-sectional online survey; Participants: active members from the provincial ACP GCD Community of Practice (COP); Survey tool: a standardized self-administered questionnaire with three components, including a) Demographic and current ACP/GCD practice b) System Usability Scale (SUS) for usability testing of the dashboard c) Open ended questions for limitations / recommendations, along with electronic copies of reports from the past four audits (2014, 2015, 2016, 2018) and a web link to the dashboard. Statistical analysis: independent t-test for comparing continuous variables and content analysis for qualitative data.



Results: More than half respondents (61.54%) found the indicators informative and meaningful for their practice, and about half (46.15%) were willing to use the dashboard and/or indicators to change their sites' ACP/GCD practice.

Participant characteristics	N	System Usability Scale	P-value
Age (yrs)		mean (SD)	0.75
<50	7	72.50(18.93)	
≥50	5	68.50(22.82)	
Gender			0.42
Men	3	79.17(10.10)	
Women	9	68.06(21.79)	
Years in management and/or leadership role (yrs)			0.68
<10	6	73.33(22.17)	
≥10	6	68.33(18.69)	
Access to Tableau			0.81
-Yes	9	70.00(20.99)	
-Otherwise	3	73.33(19.09)	
Used online dashboard as audit resources			0.84
-Yes	6	69.58(20.58)	
-No	4	72.50(21.89)	
Total	12	70.83(19.72)	

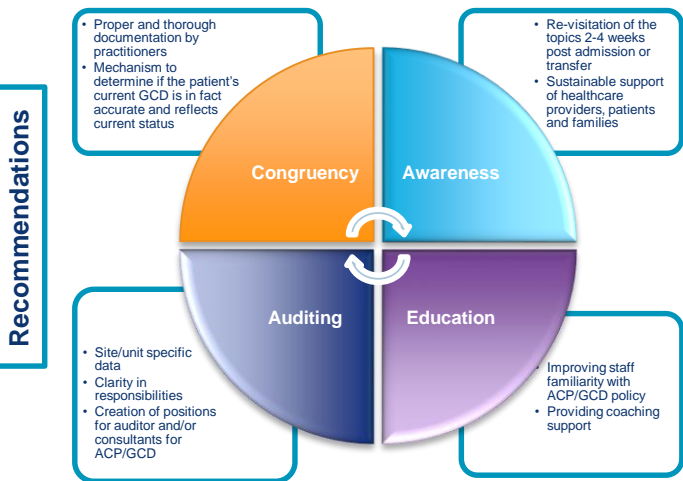
Dashboard Usability

Learnings and Implications

- Activities promoting the use of the dashboard in each facility are necessary, as well as endorsement by administrative leaders.
- Recommendations derived from the survey can be used to further understand how quality information can be best communicated to healthcare professionals for realizing quality improvement.
- Accessibility and interactive data visualization approach for the indicators have the potential to raise practitioners' awareness and accountability of ACP/GCD practice through augmented understanding and use of quality information.
- The experiences learned in Alberta could be of value for similar initiatives in other jurisdictions.

Conclusions

The ACP/GCD indicators and dashboard are useful and provide a model for transforming data into actionable information on performance metrics to care providers. Dashboard reports on selected indicators have the potential to improve ACP activities at the frontline.



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