

Better data to know, guide, and respect your patients

Starting November 1, new Tableau dashboards replace the InfoEdge portal as your source of truth for Press Ganey or other data about patient experience. Tableau will better filter and aggregate what you need to help you provide the right service along with the right care.

Over the last year, WPMG analysts amassed a substantial amount of data, and they now understand what information you, your manager, and senior level executives need to meet our patient's expectations. The data you'll find on the Tableau dashboard is accurate, up-to-date data, more meaningful, and actionable.

Jordan Chun, MD, Sports Medicine/ASEM, Medical Director of Service Experience Strategy, said, "As we continue to evolve our approach to supporting clinicians to improve the care experiences for themselves and their patients, we're leaning into a *best practice* approach promoted by our Press Ganey partners. They recommend supporting your individual improvement efforts, systematizing best practice metrics for reflection, learning, and growth. For KPWA, that's our KP Experience Standards: Respect Me, Know Me, Guide Me."

Why Tableau?

- Access up-to-date, consistent, and unique data on-demand
- Make better assumptions from improved quality data, with better mapped feedback tied to region-wide metrics
- View more accurate real-time data reflecting the most current percentiles; no waiting
- Access by all KP clinicians and staff
- View past, current, and projected experience scores
- Automated and updated daily

The Tableau dashboard makes it easier to get the data you need, and better resembles your quality and access metrics. Now you can access the voice of the patient in a way that matters—qualitative information from our patients about their care and experience—so we can be more responsive, focus on the work we need to do, and help us reach our goals.