

# IMPLEMENTATION OF AN ORGANIZATIONAL DATA-DRIVEN APPROACH TO REHABILITATION



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## BACKGROUND

The context of the project is a municipal rehabilitation center for persons with type-2 diabetes and heart disease.

Partly motivated by a high degree of missing in-data, organizational focus has increased during the past five years leading to the development of a novel data strategy.

To improve quality in diabetes and heart disease rehabilitation the purpose of the project is to develop and implement a systematic organizational data-driven approach.

## APPROACH

A corner stone in the data-driven approach is to consistently introduce and use practice relevant data. This has involved the use of the following methods:

- Data-driven decision making
- Improvement model
- Improvement board

The initial focus was to address process and activity goals, since these are where the transferability from

data to practice is greatest. This involved looking into registrations, referrals and attendance indicators.

Afterwards the focus has been extended to also include impact goals and citizen and patient experiences.

### PROCESS AND ACTIVITY INDICATOR

Data relating to citizens' experience starting and completing the program and participating in activities.

### IMPACT GOALS

Data relating to the changes that the citizen experiences as a result of the intervention: long and short term.

### CITIZEN AND PATIENT EXPERIENCES

Data relating to the citizens' experience of benefits and change: health, quality of life etc.

## OUTCOMES

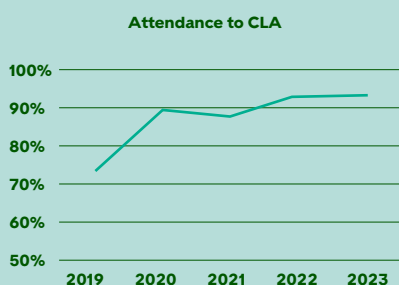
During implementation of an organizational data-driven approach, it has become apparent that correct registration of data is fundamental when working with practice relevant data.

The missing data decreased from 18% in 2020 to 1% in 2023 as a result of the increased data focus – especially data registration.



With the low degree of missing data, the data validity has increased.

Another outcome of the increased focus on data can be reflected in in the attendance rate to the clarification consultation (CLA). Using the improvement model to investigate and improve procedures on invitations resulted in an increase in the attendance to the CLA.



The results were presented on monthly board meetings using an improvement board, which increased the data responsibility and ownership. It manifested in fundamental changes in the culture at the center but required consistent leadership focus.

## TAKE HOME MESSAGES

- Consistent collection and use of data in rehabilitation is essential, both in terms of quality assurance and being able to measure specific outcomes of the rehabilitation programs.
- It has become evident that the data can be used to evaluate and improve the various rehabilitation programs at CfDH
- Consistent data collection by employees is critical in ensuring data quality as outgoing data is a product of incoming data.
- Invest time in the process of implementing organizational data-driven approach.
- The importance of presenting data thoroughly, with equal focus on positive results and data can lead to changes in daily practice.