



Case Study:
SARASOTA MEMORIAL
HEALTH CARE SYSTEM

Improving Quality Decision Making
with Diver® Platform



Quick Facts:

Organization: Sarasota Memorial Health Care System

Industry: Healthcare

Location: Sarasota, FL

Customer since: 2004

Solution: Diver Platform®

Website: smh.com

Description:

Sarasota Memorial Health Care System is an 819-bed regional medical center in southwest Florida. It is one of Sarasota County's largest employers, with more than 4,000 staff, 800 physicians, and 1,000 volunteers. It is the only hospital in Sarasota County providing obstetrical services, pediatrics, and Level III neonatal intensive care.

"Diver is essential to getting our quality and safety scorecards, as well as the results."

*Jacquelyn Zaleski, Decision Support Quality Analyst,
Sarasota Memorial*

Sarasota Memorial Health Care System is among the largest public health systems in Florida. It is a full-service health system with specialized expertise in heart, vascular, cancer, and neuroscience services, and has a network of outpatient centers, long-term care, and rehabilitation centers.

Sarasota Memorial started working with Dimensional Insight® in 2004. It originally used Diver Platform (Diver) in its finance department, setting up daily dashboards that the hospital has used to help save time, cut expenses, and boost productivity. The hospital has since expanded its use of Diver into quality and clinical areas.

IMPROVING QUALITY AND SAFETY WITH DIVER

Once the finance department was able to see improvements with Diver, Sarasota Memorial expanded its use to other areas, such as the quality department.

For example, management and director-level staff conduct routine surveys that are linked to staff merit increases. The surveys include chart audits, nursing interviews, and environmental care rounding. All of the information gathered is exported into a Diver script using Integrator, Dimensional Insight's ETL tool, and is then shown on a scorecard.

The scorecard shows an overall score with how everybody performed, and this is linked to merit increase calculations. Managers and staff can also use the scorecard to see which specific areas staff members are performing well on and which ones need improvement. The scorecard is available for most staff to see either in email or on a DivePort site.

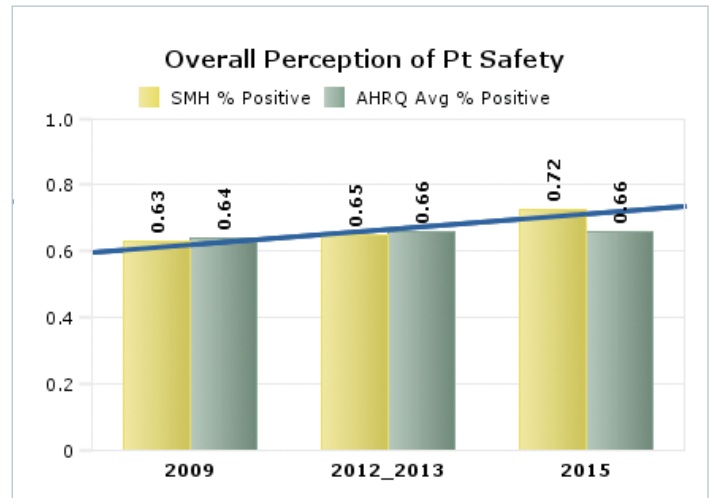
"Diver is essential to getting our quality and safety scorecards, as well as the results," says Jacquelyn Zaleski, Decision Support Quality Analyst at Sarasota Memorial.

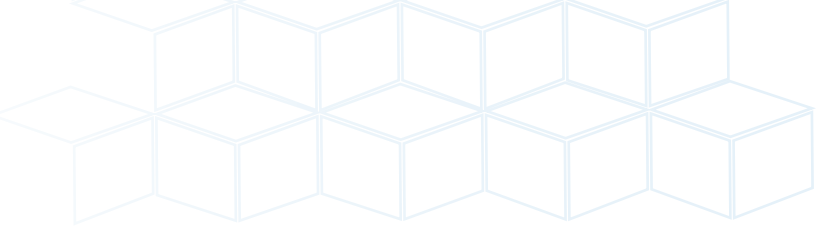
Another way that the quality department uses Diver is for safety improvement. The Agency for Health Care Research and Quality (AHRQ) puts out a Safety Culture Survey that asks staff what they think of the safety culture of their organization. Sarasota Memorial put all of the AHRQ's calculations into Integrator to develop a Diver dashboard featuring each component of the survey. The results can be shown as percentages, bar graphs or as written comments on the survey. Users can filter the results of the current survey or ones from the past.

MOVING FORWARD

Diver continues to pick up momentum at Sarasota Memorial. In addition to the nurses and staff members who use the platform for their dashboards and scorecards, the emergency room director and leadership team have increased their use of ProDiver. The hospital is empowering more departments to build on the Diver usage. "We're trying to do more," Zaleski says. "This is all just the beginning of what we'd like to do with Diver."

Next, Zaleski would like to increase the organization's use of Diver for clinical tracking. The hospital is also hoping to upgrade to Spectre®, Dimensional Insight's new platform technology, for increased speed and performance.





About Dimensional Insight

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is an eight-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2021. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol. For more information, please visit <https://www.dimins.com/>.



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