

Lessons Learned from Developing Dashboards to Support Decision-making for Community Opioid Response by Community Stakeholders

A mixed-methods and multi-site study

The Question:

What did community coalition members and stakeholders think about the *usability* and *usefulness* of the online data dashboards created as part of the HEALing Communities Study (HCS)?

The Details:

Sixty-two data dashboard users from across the four HCS sites (Kentucky, Massachusetts, New York, and Ohio) in Wave 1 intervention communities completed a survey called the System Usability Scale (SUS), ranking their perceptions about how easy or difficult it was to use the dashboard.

These same individuals also participated in semi-structured group interviews, sharing in their own words why they found the dashboard to be easy or difficult to use for community decision-making aimed at reducing overdose deaths. Interview guides were informed by the Technology Adoption Model (TAM), which explains how to encourage individuals to accept and use new technology.

Researchers assessed interview quotes to identify common themes related to dashboard usefulness, ease of use, intention to use, and other contextual factors. Participants suggested ideas for improving the dashboards and discussed whether and how they might continue to use dashboards after the conclusion of the study.

"I think it's a terrific dashboard. I love the way that the information is on there. I think it really captures every aspect of what we're seeing on the street."

- An Ohio data dashboard user

Conclusions:

In general, participants indicated the HCS dashboards to be usable as measured by the SUS and easy to use and understand by the themes identified through the TAM-informed interviews. The survey and interview responses established important lessons for future iterations of the HCS dashboards and for those who seek to develop dashboards for community stakeholders in the future. These lessons include integrating storytelling into the dashboard presentation, linking insights in the data to resources to guide stakeholders' next steps, removing barriers to dashboard access, and taking intentional steps to promote dashboard engagement more widely across communities.

Links to current state dashboards:

[Ohio Integrated Behavioral Health Dashboard](#)

[Massachusetts HCS Public Dashboard](#)

[New York HCS Public Dashboard](#)

[Kentucky HCS Public Dashboard](#)

The Takeaway

- Data dashboards are an important tool for supporting decision-making in healthcare and public health.
- The HEALing Communities Study data dashboards were generally well-received.
- Participants in this study provided invaluable feedback that will improve the design and deployment of community-facing data dashboards in the future.

References & Links:

Fareed, N., et al. (2024 Sept 9). Lessons learned from developing dashboards to support decision-making for community opioid response by community stakeholders: A mixed-methods and multi-site study. *JMIR Human Factors*. <https://pubmed.ncbi.nlm.nih.gov/39250216/>