

QlikView for Healthcare

Improving the quality, safety and cost of healthcare delivery

Public and private healthcare providers struggle with operational visibility into information spread across their numerous clinical, financial and resource planning systems. This inability to efficiently access, aggregate and explore data substantially contributes to mounting financial strains, patient wait times, resource constraints, and vulnerability to medical errors. QlikView in-memory analysis brings unprecedented solutions of simplicity, flexibility and scalability to such healthcare information challenges. Through QlikView, healthcare providers now have an integrated view of information, providing actionable insights from billions of records in seconds – improving healthcare delivery.

Industry challenges

Healthcare providers face turbulent market dynamics:

- Increasing demands of aging populations
- More accountability for the quality and safety of patient care
- Shifts in insurance coverage – to DRG and pay-for-performance
- Tighter regulatory environments

Timely information is critical to overcome these challenges, but remains difficult to obtain. On average, less than 10% of data in healthcare systems is available for analysis.



Inhibitors

Healthcare systems only capture data and process transactions. Databases are massive. Budget constraints and limited IT resources exacerbate the problems. Needed is an affordable solution that can be rapidly deployed, with the

flexibility to link clinical, financial and resource data, and with powerful processing capabilities to manage the large data volumes.

QlikView solution

With QlikView in-memory analysis, healthcare providers can integrate data from across systems and remove the inhibitors to improving the quality, safety and cost of healthcare delivery.

Unlike traditional business intelligence, QlikView can be implemented in days. End users can be trained in minutes. Data can be analyzed across an unlimited number of dimensions and explored in any direction against the entire data volume down to the transaction level. QlikView provides fast, visual, flexible and powerful business analysis – all enabled through its in-memory associative technology.

More than 250 healthcare providers spanning hospitals, nursing and residential care facilities, and ambulatory services worldwide have turned to QlikView to overcome their information challenges and improve their organizational performance.

Executives, clinicians, administrators, and supply chain managers rely on QlikView's unmatched flexibility and ease of use for clear visibility into their occupational processes, enabling:

- Improved patient care with shorter

Representative QlikView Customers in Healthcare

Bassett Healthcare
 BJC Healthcare
 Blekinge Hospital
 Bouman GGZ
 Children's Healthcare Services
 Danderyds Hospital
 Diakonhjemmet Hospital
 Doktersdiensten Groningen (DDG)
 Froedtert & The Medical College of Wisconsin
 Hartford Hospital
 Helsingborg Hospital
 Highland Acute Hospitals NHS
 Karolinska University Hospital
 Kassenärztliche Bundesvereinigung (KBV)
 Kassenärztliche Vereinigung Niedersachsen (KVN)
 Klinikum Krefeld
 Klinikum Stuttgart
 Malteser
 Marien Hospital Gelsenkirchen
 National Health Service (NHS)
 NYU Medical Center
 Ochsner Health System
 Prince William Health System
 Region Skåne Health System
 Sahlgrenska University Hospital

wait times from synchronizing resource scheduling with patient flow models

- Improved patient safety from immediate access to consolidated diagnostic information, reducing opportunities for medical errors
- Reduced operational costs from analyses of resource utilization, materials stocking levels, purchasing options and supplier performance
- Optimized revenue cycle management from reducing the time and cost to collect reimbursements
- Increased financial oversight from revenue and cost profiles by facility, department, physician, and patient
- Trusted and timely regulatory compliance by delivering on key operational, patient safety, and quality of care metrics

QlikView Solves Critical Healthcare Challenges

Clinical operations analysis

Financial implications, tighter regulatory environments, and accountability demands by oversight groups drive needs to improve the quality of patient care and increase operational transparency. With QlikView, clinicians are now able to measure patient flow metrics throughout the clinical care process allowing for the application of methodologies, such as Six Sigma and Lean, to streamline and standardize processes. With the tracking of key patient safety and care quality metrics, clinicians and administrators can benchmark performance against similar facilities, set clear targets for improving care, and track progress toward achieving objectives.

Care delivery analysis

Quick, accurate diagnosis and treatment can be a matter of life or death. QlikView saves precious time in emergency rooms and ICUs by providing physicians with a total picture of patient histories, causes of symptoms and medical urgency — without having to rely on IT staff to cull through multiple system databases for information. By analyzing patient demographics, diagnoses, treatments, outcomes and survivability metrics, physicians are enabled with

evidence-based medicine to identify the right treatment while improving patient care and safety.

Resource planning analysis

Most healthcare facilities experience capacity challenges. Demand for routine appointments and procedures can leave patients waiting for weeks and months. With analyses of utilization, availability and scheduling of staff, equipment, venues, and beds—including deviations, trends and benchmarking— QlikView provides the operational visibility for staff and administrators to optimize resources based on demand.

Supply chain analysis

The complexity of healthcare facilities makes consumption of medical supplies, pharmaceuticals and third party support services major cost centers. Inventory and supply chain management—from demand planning to supplier quality and performance— trail advancements made in other industries. With QlikView analyses, supply chain managers gain insights to cost-effectively align ward/unit/team stocking levels with usage demands, negotiate best purchasing prices for products and services, and manage supply chains to reduce major operational costs.

Revenue cycle analysis

By definition, 50% of healthcare providers are below average in their time

and cost to collect payment for services provided. Escalating costs, shifts toward consumer directed healthcare plans, pay-for-performance models, and lower paying Diagnostic Related Group (DRG) reimbursement systems increase the urgency for improving revenue cycles and underlying costs. Through QlikView analyses of revenue cycle metrics, providers gain control of their changing economies to reduce cost drivers and reimbursement delays.

Financial analysis

Most hospitals either lose money or just break even. With planning, budgeting and forecasting; revenue and cost profiling by department, physician, room and patient; and regulatory financial reporting, QlikView enables providers to improve oversight of cost controls, accounting efficiencies and bottom-line performance.

Improving the quality, safety and cost of healthcare delivery – fast and affordably

Leading public and private healthcare providers worldwide use QlikView as their platform to deliver easy-to-use, fast and flexible business analysis solutions across their clinical, financial and resource planning systems. With QlikView, healthcare providers empower their organizations with information and insight to improve performance – in quality, safety and cost of healthcare delivery.

