



# QlikView for healthcare: hospital performance, quality measures

Drive better decision-making in support of evidence-based medicine

## Challenge

To improve care and reduce costs, many hospital and healthcare organizations are turning to evidence-based medicine (EBM). The objective is to marshal all the possible information available to support decision-making in a way that minimizes harm and maximize benefits in the diagnosis, investigation, and management of individual patients. This can help organizations dramatically improve hospital quality and performance. But to follow through on this objective, organizations need to empower healthcare professionals to search for and access relevant data in real-time – without depending on IT. Users should be able to rapidly integrate and analyze business intelligence data from clinical, financial and resource management systems to support the decision-making process anywhere, anytime.

## Solution

Qlik and the partner community have built a number of 'QlikView Apps' to help healthcare organizations like yours seize every opportunity to improve hospital performance, support quality measures, and facilitate EBM. With QlikView, you can:

- Streamline and track the effectiveness of EBM processes
- Identify and track key patient safety and care quality metrics
- Synchronize resource scheduling with patient flow models to improve patient care and reduce wait times
- Improve patient safety from immediate access to consolidated diagnostic information, reducing opportunities for medical errors
- Ensure trusted and timely regulatory compliance by delivering on key operational, patient safety, and quality of care metrics
- Simplify compliance reporting, patient administration, and transitions to Electronic Medical Records
- Monitoring metrics and benchmark performance against similar facilities
- Institute clinical care optimization methodologies
- Save precious time in ERs and ICUs
- Improve decision-support for Computer-based Patient Record systems



Example: quality metrics by facility, physician, and diagnosis

“ We set improvement targets and monitor our progress toward achieving them. We also have many ad hoc needs, like what are the potential root causes for outcomes. QlikView gives us real analysis not just reporting. Answers are just a few clicks away. And everybody can use QlikView whether they're executives, clinical staff, physician's assistants, nursing staff or administrators. ”

— Brian Veara, Manager of Decision Resources, ThedaCare

## Customer examples

- Thedacare – the largest healthcare provider and employer in Northeast Wisconsin – deployed QlikView to 1,200 business and clinical users in the US. This has allowed the organization to track healthcare system performance, and implement patient care benchmarks that aggregate information on how clinical teams and doctors perform and how patients respond to treatments. Service performance metrics provide details on lab turnaround times, call center activity, and appointment scheduling to improve overall quality.
- According to Michael Thompson, Director of Business Intelligence at Children's Healthcare of Atlanta, "QlikView provides our users with direct access to intelligence that can immediately impact quality of care, influence clinical research and improve operational efficiencies."



Example: elective wait times and length of stay analysis

## About Qlik

QlikView is the leading Business Discovery platform, delivering true self-service BI that empowers the business user by driving innovative decision-making. Contact your Qlik representative to schedule a discussion and live demonstration related to this solution area. Visit us at: [qlik.com/healthcare](http://qlik.com/healthcare)