

case study

Cambridge University Hospitals NHS Foundation Trust

Cambridge University Hospitals NHS Foundation Trust is home to the world-famous Addenbrooke's Hospital, which recently hit the headlines when more than a million viewers tuned in to watch a top surgeon repair a patient's hiatus hernia live on TV.

Rated by the Healthcare Commission for providing excellent quality of services and excellent use of resources, and as 'best performing' for maternity services, Cambridge University Hospitals is one of the country's leading hospitals. It has a reputation world wide as one of the foremost university teaching hospitals and employs more than 7,000 staff.

The Challenge

As one of the largest and best known hospital Trusts in the country, the name is synonymous with excellence. It is this continued commitment to innovation which inspired the Trust to look at making Patient Level Costing available across the organisation. The Trust wanted a system which would make information more easily accessible, easier to understand and fully transparent.

Solution

Performance Management specialists, Bellis-Jones Hill Healthcare Management Solutions introduced the Trust to QlikView - a powerful analysis tool capable of extracting and analysing data from any number of sources in seconds. With complete transparency across every area of the business, users are able to make informed decisions based on detailed, reliable and relevant information that can result in thousands and even millions of pounds in savings.

Having implemented QlikView in September 2007 for Patient Level Costing through its wider Business Intelligence project, the hospital



"At Cambridge University Hospitals NHS Foundation Trust, we strive for innovation in all we do. Therefore, we wanted and needed a more effective and efficient way of managing key performance and business information. We are committed to improving patient care and safety and ensuring clinical excellence. QlikView is helping us to achieve that goal."

Joe Ghosh,

Cambridge University Hospitals

NHS Foundation Trust



Bellis-Jones Hill
HEALTHCARE MANAGEMENT SOLUTIONS

IN PARTNERSHIP WITH:

QlikView

is now able to study areas such as patient care and safety, patient experience, costing, clinical excellence and finance.

QlikView is used by Directors, Consultants, Clinical Nurses, Ward Sisters and other Senior Managers and is proving a real success for the Trust. Managers are now able to answer any questions raised, present information that people have never been able to easily access before and respond to the requirements and information needs of front line staff.

Joe Ghosh is the Head of Performance Intelligence at the Trust; “The amazing thing about QlikView is that we can easily drill down to detailed patient and staff data which means resources, activity, costs and income can be attributed to individual patients wherever possible. We have never before had that level of valuable information across our key priority areas at our fingertips, all accessible from one central portal. It has changed the way we work!”



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