

# case study

## Liverpool Heart and Chest Hospital NHS Trust

Liverpool Heart and Chest Hospital NHS Trust is one of more than 50 NHS Trusts using the powerful Business Intelligence tool, QlikView for a variety of operational purposes. The hospital, which has been No.1 in England for patient satisfaction for the past three years, was introduced to QlikView by Performance Management specialists and QlikView partner, Bellis-Jones Hill Healthcare Management Solutions.

### The Challenge

Bellis-Jones Hill was appointed in January 2008 to support the implementation of Patient Level Costing and Service Line Reporting and deployed QlikView to enable the Trust to share a range of information across the whole organisation.

### Solution

Capable of pulling together millions of records of data from disparate sources and displaying it in an easy-to-understand visual dashboard, the in-memory technology offered the intelligence and analysis vital to support improved efficiency, yet required virtually no training to navigate and use – a key factor for busy hospital staff. Due to its success, the QlikView Business Intelligence solution has been rolled out across other Trust information systems to provide a single source for management data. This includes ward stay information and patient wait times.

Used by Lead Clinicians, Directors, Executives, General Managers, Heads of Department and Theatre Managers, QlikView is now enabling different departments within the hospital to be managed much more effectively.

John Stevenson, Project Accountant for the Trust comments: “QlikView is a truly amazing Business Intelligence tool. It’s intuitive, so we can ask spontaneous questions of the data and get instant answers. We can drill down to ward, patient, consultant and



**“QlikView has revolutionised the way we work at Liverpool Heart and Chest. Since installing the system we have been able to drill down to ward and patient level and look at areas such as sickness absence, length of stay and even infection levels at the touch of a button. Never before have we been able to analyse Patient-Level Costing to such a detailed degree.”**

*John Stevenson,*

*Liverpool Heart and Chest Hospital*

*NHS Trust*



*Applications menu*



**Bellis-Jones Hill**  
HEALTHCARE MANAGEMENT SOLUTIONS

IN PARTNERSHIP WITH:

**QlikView**

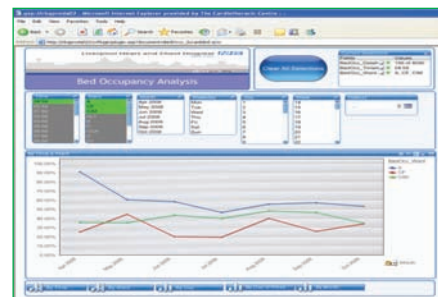
procedure level and immediately see the surplus and deficit for the Trust. We have never worked with such an easy-to-use system before.”

QlikView research reveals the average Business Intelligence tool takes 17 months to deploy and fails 65 per cent of the time. In contrast, QlikView takes 2 – 8 weeks to implement at a fraction of the cost.

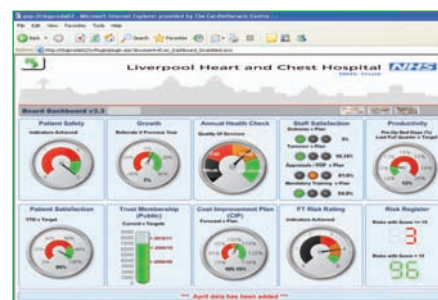
Systems Analysts, Kieran Wright and David Inman, have been developing applications for the Trust using QlikView for the past 12 months. They have both been hugely impressed by the software’s capabilities and functionality. Kieran says; “What impressed me about QlikView is that it has all the performance and functionality you would expect from a top end OLAP reporting analysis tool, but it also combines this with the capacity to create slick and professional looking user interfaces”.

David agrees; “The ease with which you can incorporate data from a variety of sources and integrate with other development platforms allows limitless flexibility to develop applications suited to the needs of a modern NHS Trust”.

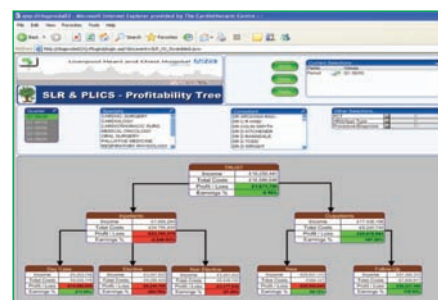
The Trust is also using QlikView to develop a balanced scorecard approach from ward level to Trust board level. By making information readily available, the hospital hopes it will help departments be more efficient and cost-effective and increase the quality of the patient experience.



*Bed occupancy analysis*



*Executive dashboard*



*Profitability tree*