

Top 12

Transformative
Insights in
Healthcare



In healthcare today, you face a host of challenges.

Rising expenses. Data overload. Lack of interoperability. And regulatory pressures. To stay competitive, you have to find new ways of operating – and reducing costs – across the care continuum.

To do that, you need analytics powerful enough to:



Deliver quick, actionable insights –
from masses of data



Enable better-informed clinical and
operational decisions



Uncover insights to balance better
care with a stronger bottom line

You have the data. Now make it actionable.

With the right analytics solution, staff at every level of your organization can uncover insights that streamline operations, improve care, and reduce costs.

Unpack your KPIs. Provide transparency into trends, concentrations, and anomalies. And give everyone, on every team, the power to make discoveries that make a difference.



CIOs at top-performer organizations across all industries rate digital transformation as their organization's top priority (31%).*

“As a CIO, now is the time to encourage an organizational review of your business model to ensure you are prepared to deliver value compared to your competitors.”*

*Source: Gartner, 2019 CIO Agenda: Healthcare Provider Industry Insights, 15 October 2019.

The top 12 transformative insights in healthcare.

More than 3000 healthcare organizations rely on Qlik® to uncover insights that lead to transformation. Many of them use one, several, or all of these 12 high-impact solutions:

1
Clinical Variation >

2
**Predictive LOS
and Readmissions >**

3
**Revenue Cycle
Management >**

4
**Operating Room
and Emergency
Department Flow >**

5
**Population
Health >**

6
**Labor Productivity/
Workforce Analysis >**

7
**Clinical
Documentation
Improvement (CDI) >**

8
**Pharmacy
Supply Chain and
Medication Use >**

9
**Clinical
Quality >**

10
**Care Transitions
and Coordination
Population Health >**

11
**Patient Experience
and Engagement >**

12
**Executive
Dashboard >**

1 Clinical Variation

Uncover the causes of clinical variation. Identify ineffective practices and improve them. Surface best practices and standardize them.

To determine the nature of clinical variations, you need to understand their root causes, evaluate them, and determine next steps. With Qlik's 360-degree view of physician performance, in just a few clicks, you can analyze clinical activities and costs to compare and identify best practices for different groups of patients. Outliers may indicate inefficiencies or potential innovative solutions.

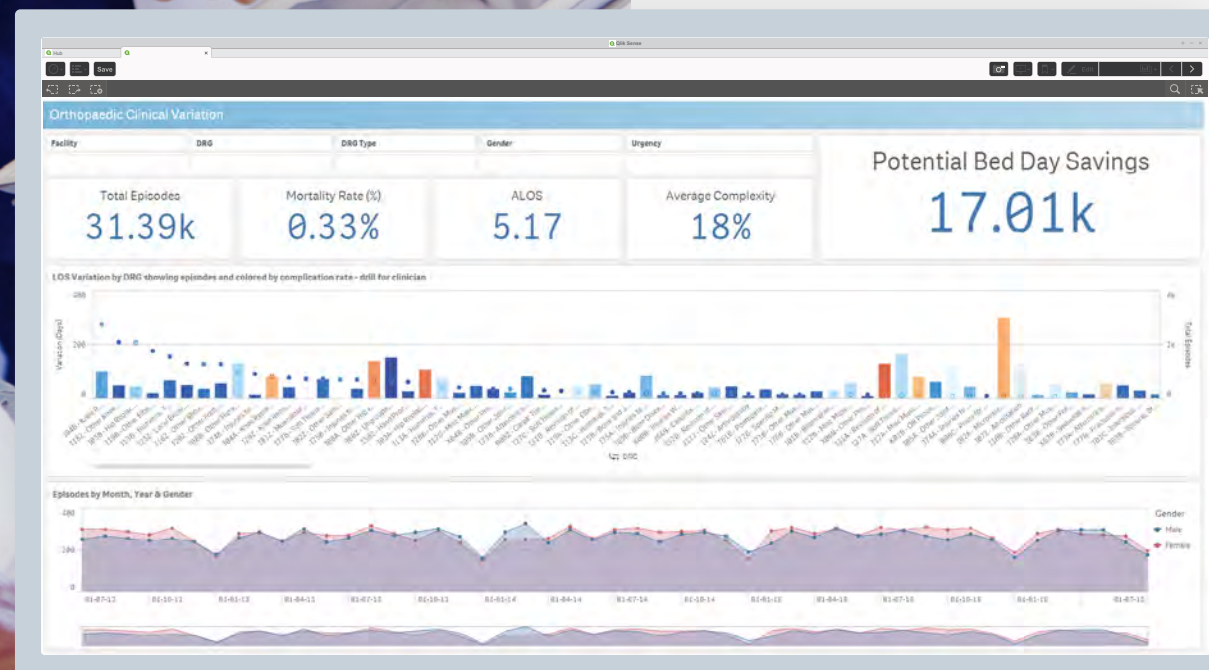
In this visual drill-down, the user can see variation by DRG along with the number of episodes color-coded by complication rate.



2 Predictive LOS and Readmissions

Reimagine the ability to predict optimal care.

In the US and globally, healthcare organizations are tasked with reducing readmissions and managing length of stay (LOS). But managing care delivery and streamlining mandatory reporting are big challenges – unless you have a data platform that can analyze and predict trends and variations within your patient population. You can harness these critical insights to improve care and quality scores while reducing costs.



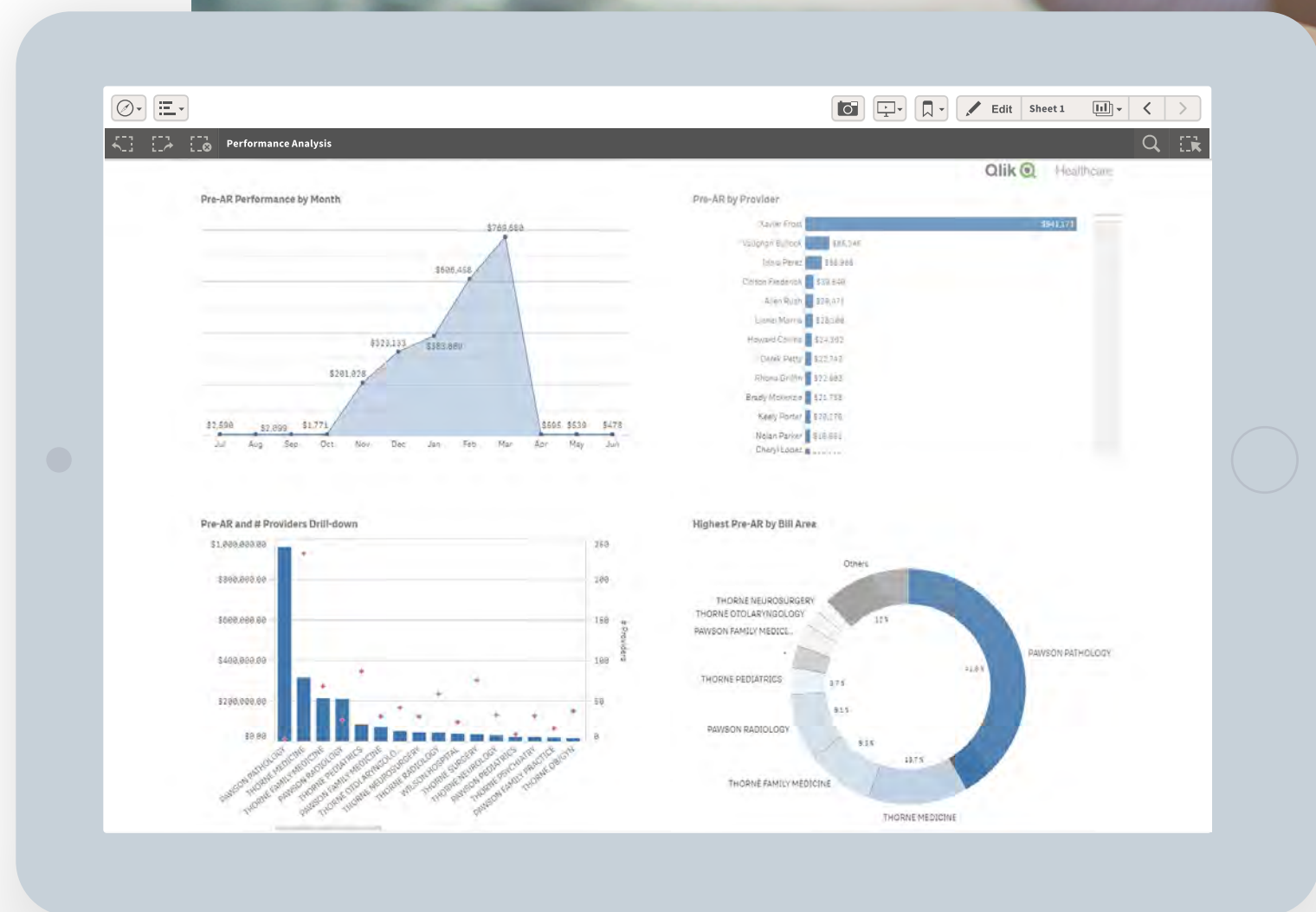
This analysis of orthopaedic procedures shows LOS variation by DRG across episodes, color-coded by complication rate.

3 Revenue Cycle Management

Get visibility into current performance – and determine how to optimize it.

To get an accurate, complete, and timely view of the performance of your healthcare delivery services, you need a solution that identifies opportunities to speed up the revenue cycle. Qlik does exactly that, providing a complete picture that generates actionable insights in every department.

This pre-accounts receivable dashboard allows the user to drill down by provider, facility, and month.

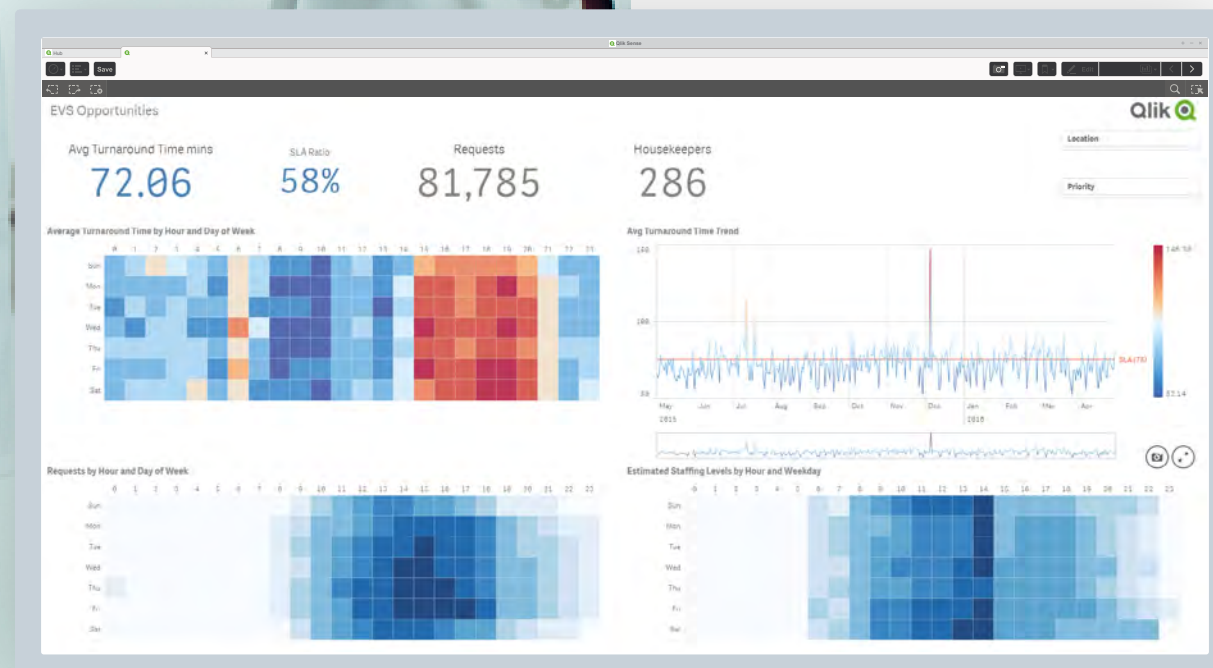


4 Operating Room and Emergency Department Flow

Know who's coming in and out – so you can optimize the capacity and performance of these high-value, high-risk performance areas.

The Operating Room and Emergency Department are no longer managed as care delivery silos; instead, organizations today take a more tightly managed approach. By providing real-time visibility, Qlik enables you to monitor operations in the two most visible, high-cost, revenue-generating services.

In Qlik, a visual dashboard shows the average bed turnaround time by hour and day of the week.

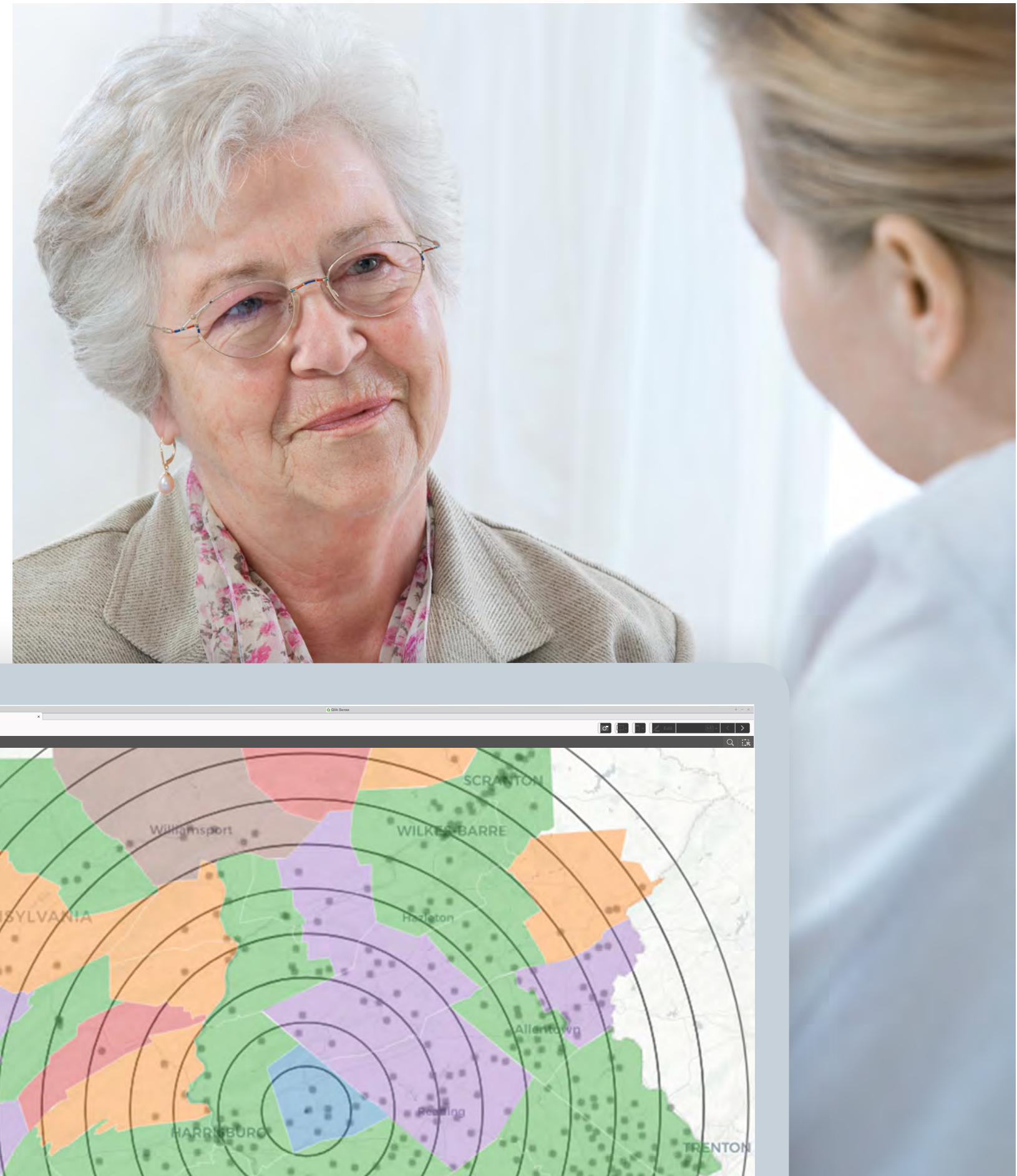


5 Population Health

Explore trends within specific populations – and use the insights to quickly drill down to individual behavior patterns.

Layering publicly available data on top of clinical and claims data allows you to stratify risk, intervene with preventive care, close care gaps, and more. By making data visual and easy to explore, Qlik empowers all your users to uncover actionable insights in real time.

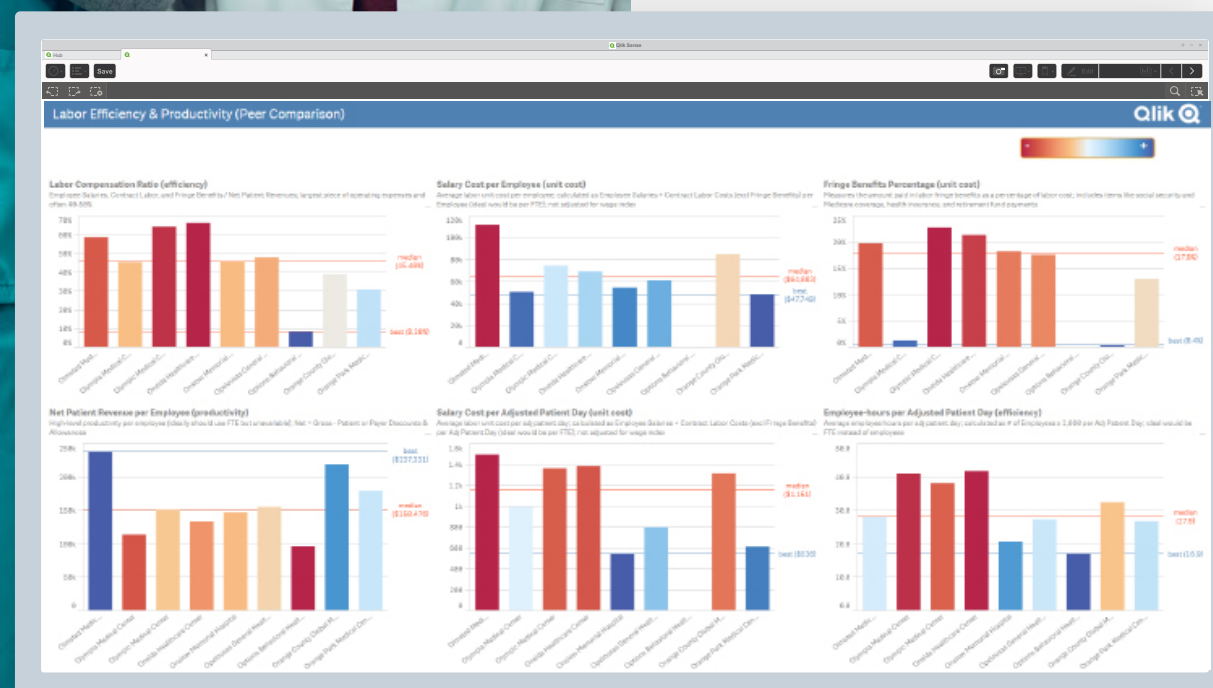
In this geospatial visualization, color-coding is based on the most common diagnoses within the country. Dots represent zip codes and show provider density.



6 Labor Productivity/ Workforce Analysis

Make the right staff available in the right place,
at the right time.

Efficiently gathering and analyzing workforce data from disparate sources is essential to achieving optimal staffing levels across departments. Qlik gives you this capability, enabling you to tie together your human resources, staffing, and clinical systems to prevent staffing shortages or overages.



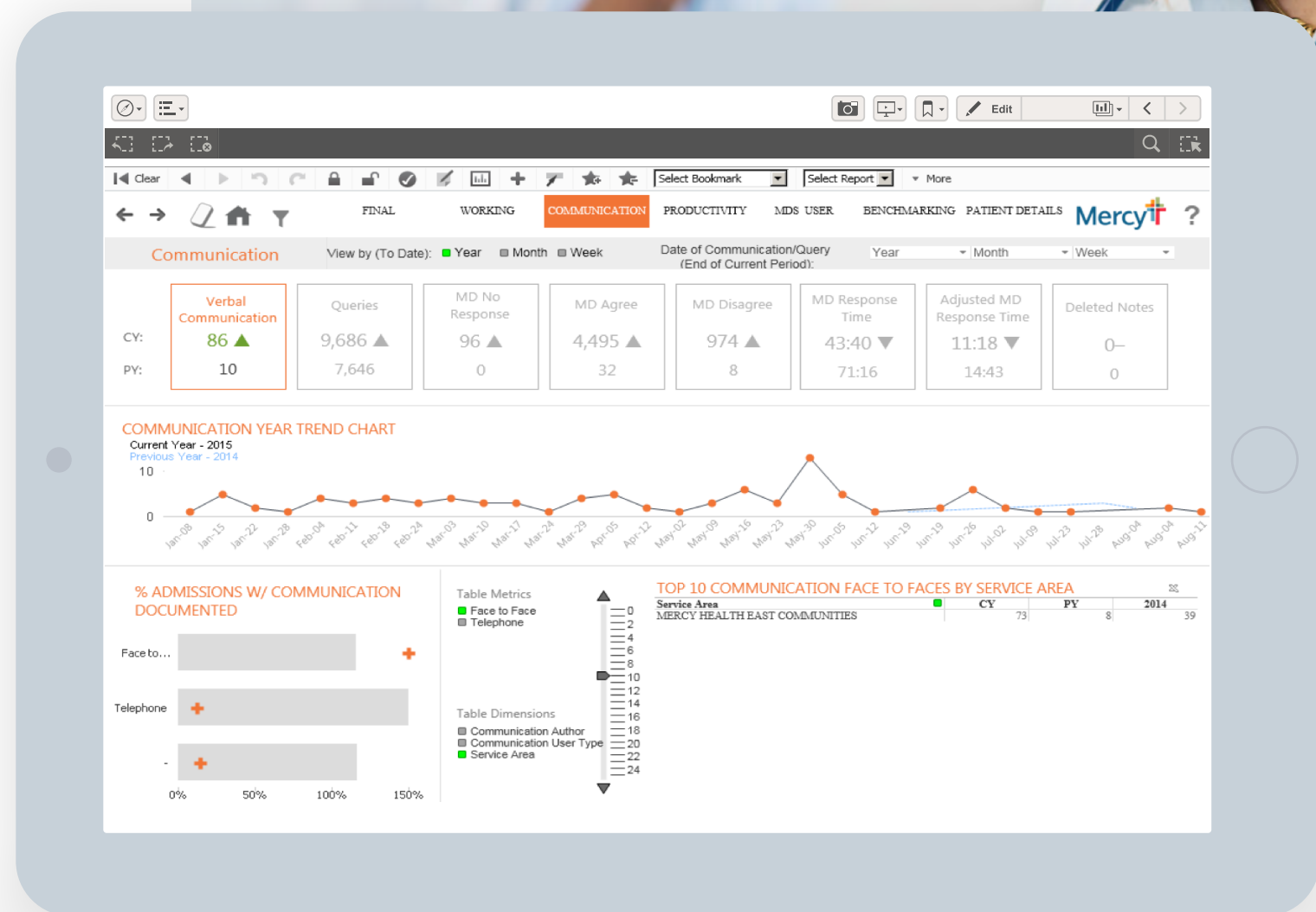
This department-to-department
dashboard compares labor efficiency
and productivity by facility.

7 Clinical Documentation Improvement (CDI)

Gain insight into coding complexity – and discover a shorter path to reimbursement.

Now that healthcare coding is digital, you can use analytics both to speed the workflow and increase accuracy. Qlik's CDI application gives you the visibility you need to set new processes in place and optimize your EHR, leading to better claims submissions and faster reimbursements.

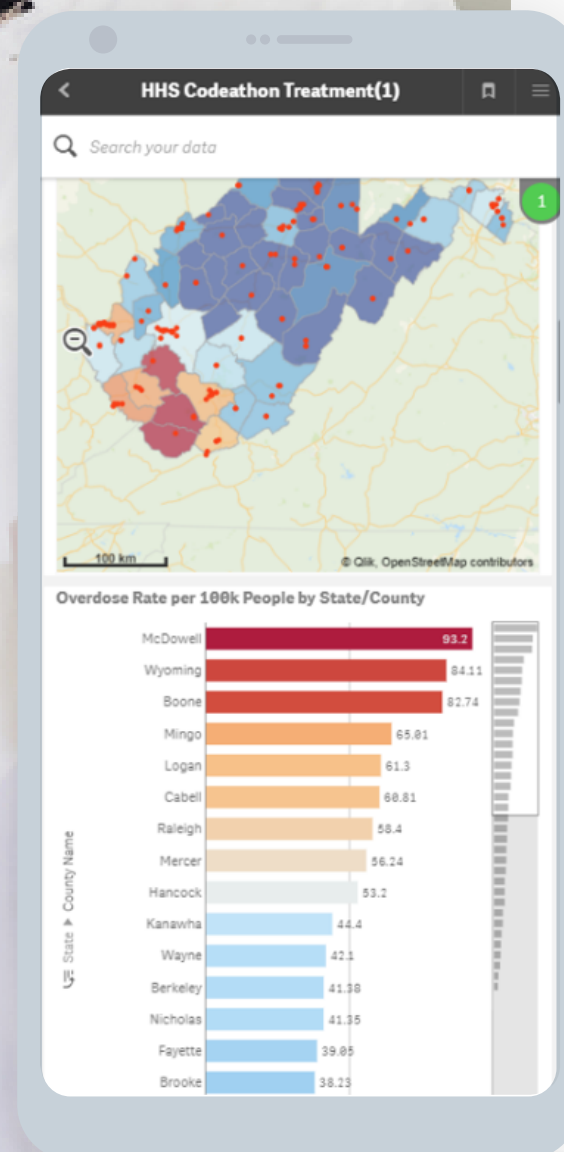
This dashboard drills down into verbal communication trends between providers and patients.



8 Pharmacy Supply Chain and Medication Use

Gain visibility into the supply chain, and improve inventory control.

Improve your ability to monitor the pharmacy supply chain by understanding how medication is being prescribed and used. Qlik's Associative Difference® — which connects every data point with every other data point, in all your data – enables you to see your entire supply chain, so you can optimize order timing and quantity.



This geospatial visualization shows the overdose rate per 100,000 people by state and country.

9 Clinical Quality

Develop a template for deep monitoring and analysis of clinical quality measures.

The implementation of MACRA and similar programs globally has increased the financial significance of monitoring and meeting quality metrics, whether you participate in MIPS or APMs. Qlik drives in-depth understanding of, and ability to optimize, quality trends across any variable.

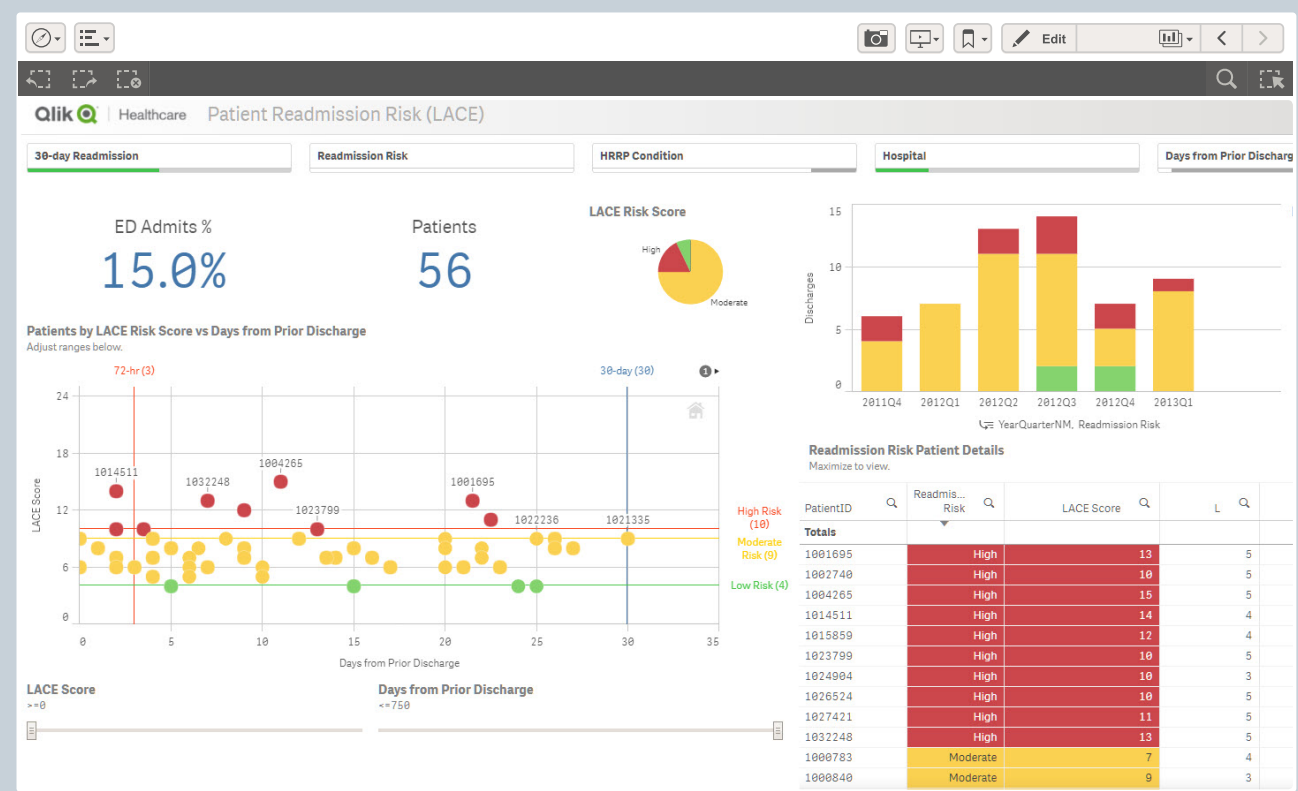
This Qlik dashboard analyzes compliance and clinical variation for members by encounter.

Measure Name	# Compliant	# Not Compliant	% Compliant This Year	% Compliant Last Year	% Variation YoY	# of Members
Totals	1,394,966.00	1,325,663.00	52.52%	50.43%		971,994
Well Visit Age 65 and Older	141,524.00	2,966.00	80.01%	80.31%	-0.30% ↓	971,994
Kidney Disease Chronic	1,960.00	2,012.00	78.05%	77.20%	0.85% ↑	971,994
Hypertension Management	185,316.00	5,412.00	77.37%	78.27%	-0.90% ↓	971,994
Back Pain-Lower Acute	1,464.00	3,798.00	76.06%	77.64%	-0.98% ↓	971,994
Diabetes Management:BP Control	86,532.00	1,513.00	75.46%	76.47%	-1.01% ↓	971,994
Breast Cancer Screening	170,600.00	69,128.00	75.23%	68.87%	6.36% ↑	971,994
Hypertension Mgmt: BP Control	141,672.00	5,521.00	71.55%	70.94%	0.61% ↑	971,994
Well Child Visits 12-18 Years	68,392.00	3,380.00	67.52%	67.52%	-0.00% ↓	971,994
Heart Failure Management	13,135.00	5,893.00	67.34%	70.03%	-2.68% ↓	971,994
Well Child Visits 15 Months	13,646.00	7,306.00	63.47%	66.31%	-2.85% ↓	971,994
Well Child Visits 3-6 Years	48,388.00	3,168.00	62.72%	60.80%	1.92% ↑	971,994
Lipid Management CVD Patients	47,653.00	3,247.00	57.38%	57.56%	-0.18% ↓	971,994
Cervical Cancer Screening	179,638.00	217,056.00	50.04%	41.95%	8.09% ↑	971,994
Diabetes Management	18,723.00	3,417.00	45.76%	42.97%	2.79% ↑	971,994
COPD Management	1,044.00	9,392.00	37.48%	31.33%	6.15% ↑	971,994
Pneumococcal Vaccine	36,968.00	133,548.00	34.00%	23.05%	10.96% ↑	971,994
Colorectal Cancer Screening	169,477.00	508,203.00	26.78%	23.74%	3.04% ↑	971,994
Asthma Management	1,246.00	3,702.00	26.11%	24.46%	1.65% ↑	971,994

10 Care Transitions and Coordination

Manage care coordination costs throughout the continuum of care.

With data informing the most appropriate care transition plan and post-acute care path, you can substantially reduce care coordination costs. Qlik's data analytics platform guides users to deliver the right care at the right time, significantly decreasing costs associated with poor engagement and no-shows.



This analysis shows patient readmission risk versus days from prior discharge.

11 Patient Experience and Engagement

Today's patients are more demanding than ever. To respond, you need accurate, timely data that improves your ability to attract, engage, and retain patients.

No longer passive recipients of healthcare, today's patients are demanding cost transparency and more convenient services, finding their voice with increased buying power. Qlik introduces tools for tracking satisfaction and retention at a time when providers must remain competitive and gain market share.

With Qlik, users can see Press Ganey results at-a-glance, exploring scores by physician and by hospital.

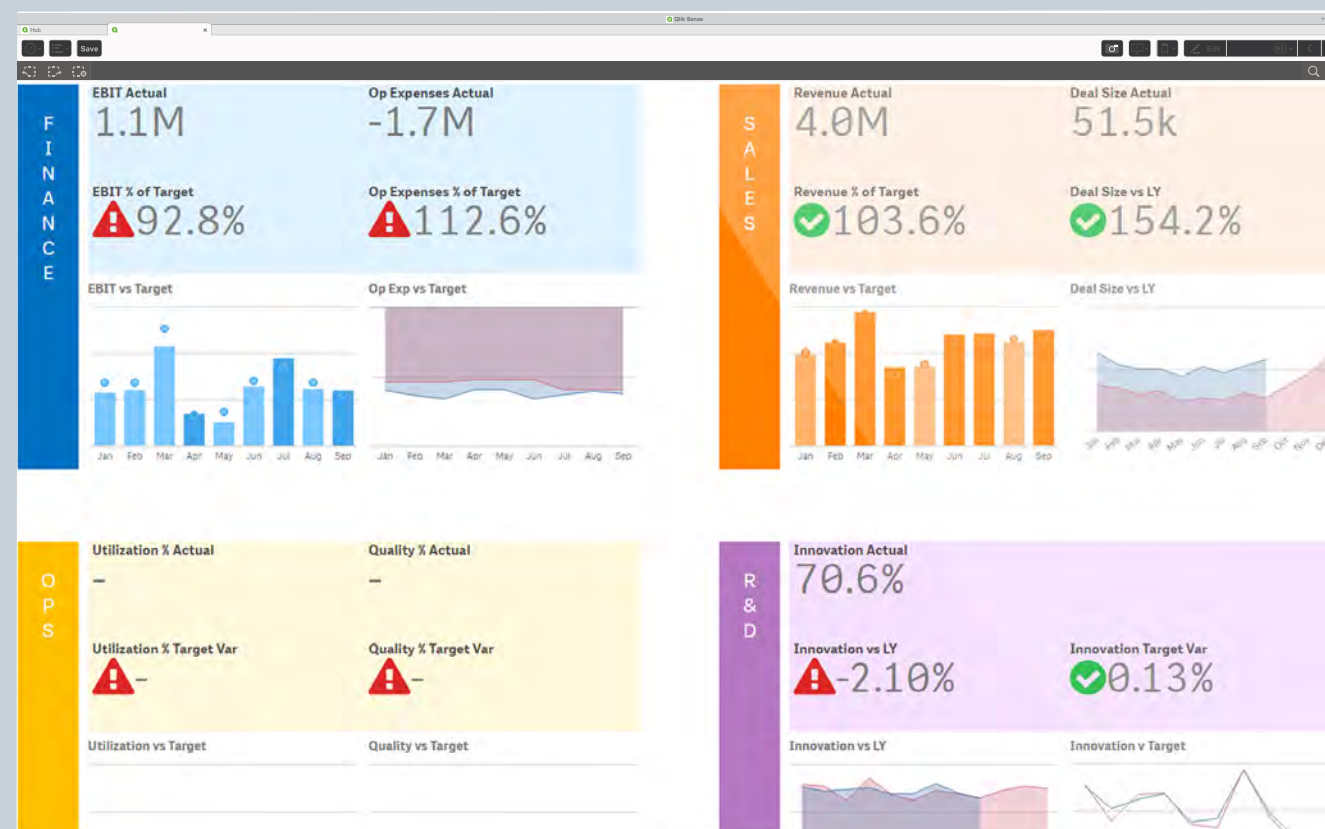


12 Executive Dashboard

Use aggregation to achieve your performance goals.

Get a whole new perspective on how to assess basic KPIs and key care indicators. With Qlik's highly customizable executive dashboard, users can clearly see the relationships between financial, quality, patient flow, and workforce data. Everyone – executives, the care team, and even the patients themselves – can access the insights they need

to facilitate better health for patients and a better bottom line for your organization.



Executives can easily get a high-level overview of performance across departments – including surgery, emergency, nursing, and finance.

Just a few of many Qlik success stories:



Sahlgrenska University Hospital, the largest teaching hospital in Northern Europe, used Qlik to uncover significant variations in length of stay. By identifying and standardizing best practices, they **reduced re-operations by 17% and patient waiting times by 50 days.**



Australia's New South Wales Health (NSW) used Qlik to transform the processing of 5 billion health records a year. By combining costing, clinical, and other data into a single analytics application, they can easily identify high-risk patient groups and variations in care – resulting in improved patient outcomes and **\$500 million+ AUD in savings.**



Nemours Children's Health System in Florida used Qlik to empower existing staff outside the core Enterprise Intelligence team. “Citizen developers” at Nemours can now move up the BI Maturity Model, **increasing BI adoption across the organization to more than 70%** and freeing the EI team to handle more complex and predictive solutions.

With Qlik's end-to-end platform for data management and analytics, healthcare organizations around the globe are significantly improving outcomes by eliminating clinical variation and optimizing operations.



“Qlik has been tremendously popular in my environment because it’s easy to use. During a conversation, if somebody has found something, or they wish to investigate something, others can quickly pick up on that idea and go to the source.”

**DANNY O’CONNOR, CHIEF EXECUTIVE,
WESTERN SYDNEY LOCAL HEALTH DISTRICT, NSW, AUSTRALIA**



“I’ve never presented to the executive team a more complete picture of multiple business cases with such an overwhelming response to a technology investment. [Qlik got a] truly remarkable response from the CFO and SVP of Finance!”

DR. BINU MATHEW, MERCY HEALTH

ABOUT QLIK®

Qlik is on a mission to create a data-literate world, where everyone can use data to solve their most challenging problems. Only Qlik's end-to-end data management and analytics platform brings together all of an organization's data from any source, enabling people at any skill level to use their curiosity to uncover new insights. More than 3000 healthcare organizations across the globe use Qlik products to improve patient outcomes, reinvent clinical and operational processes, reduce costs, and minimize risk.

Discover how to lead with data – and transform your healthcare organization – at qlik.com/healthcare

