

Customer Spotlight:

Imperial College Healthcare NHS Trust



Imperial College Healthcare NHS Trust (ICHT) chose Qlik as a fundamental part of a drive to ensure it can support services and improve performance reporting and management throughout the Trust.

OVERVIEW

The Trust is one of the UK's first Academic Health Science Centre in partnership with Imperial College. It employs over 10,000 people, treats over a million people each year and has a turnover of more than a billion pounds and is one the UK's largest healthcare organisations.

“The Trust’s vision, Qlik and the expert training and support provided by Catalyst BI has enabled us to develop a single source of information through a single portal.”

Ruth Holland,
Deputy CIO and Head of Information and Health Records,
Imperial College Healthcare NHS Trust



Issue and Solution

ISSUE: INFORMATION SPREAD ACROSS MANY SYSTEMS

Reporting and analysis was spread over many different systems resulting in high cost of preparing reports.

This gave an unacceptable time lag and difficulties for clinicians and managers wanting to understand the part of the business they responsible for.

The operational systems (over 1,000) meant it was difficult to provide one source of information.

SOLUTION: BUSINESS INTELLIGENCE PORTAL

A business intelligence portal enabling a single point of access to a single version of the truth.

This gives information access to hundreds of clinicians and managers across the Trust.

Opposite are a number of the areas that now have good quality information dashboards:

- 2 week cancer waits
- Inpatient waiting lists
- Clinical dashboard
- Activity analysis
- Patient experience
- Performance Management Framework
- Theatre utilisation
- Referral to treatment
- Outpatient waiting list
- Trust Board scorecard
- Infection prevention/ control
- Diagnostic Waiting List, elective access
- SUS pre submission reporting
- Finance: General Ledger, Payroll & Procurement



CATALYST^{BI}
BRINGING PEOPLE AND DATA TOGETHER

“Qlik lets our clinicians and managers understand their areas of responsibility so as to improve patient care, improve efficiency and reduce costs.”

Ruth Holland,
Deputy CIO and Head of Information and Health Records,
Imperial College Healthcare NHS Trust



Benefits

BENEFITS: BUSINESS INTELLIGENCE PORTAL

- Straightforward, fast access to vital information to enable decisions about improvements to patient care and greater efficiency
- Unprecedented ability to answer questions and present information to colleagues
- Ability to drill down from high level patient level information

ADDITIONAL INFO

Imperial's tender process highlighted how Qlik can bring data from any number of feeder systems to analyse in seconds.

The Trust strongly believes that there is no point reinventing the wheel all over the NHS and so is keen to share both the way it went about implementing Qlik and the applications that have been created with other NHS Trusts.



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