

CATALYST BI CUSTOMER SUCCESS STORY:

Implementing an Analytical
Command Centre at

University Hospitals of Morecambe Bay NHS Foundation Trust

CHALLENGE:

Without live, up-to-date information it was difficult to spot themes that were causing delays in patient discharge. Similarly, it was hard to detect surges in walk-in patients or delays with ambulances. There were also challenges around having an holistic view of the current bed state across the Trust.

SOLUTION:

Using Qlik, UHMBT designed a command centre that works similar to airport Air Traffic Control. It displays live information about patients throughout their hospital stay, giving Patient Flow managers the complete picture to inform their decision-making.

OUTCOME:

UHMBT now holds patient flow meetings every two hours, driven by information provided by the Command Centre. With that they are able to improve patient safety, patient flow and the overall effectiveness of the service they offer to patients. Across the Trust one hundred hours are saved every day. This has meant the solution paid for itself in one month.

In addition, by equipping ward managers with live, accurate data, patients being cared for in non-medical wards has dropped to 2%.

“We’ve co-designed the solution with our clinical and operational colleagues and feedback tells us we’ve got a solution that’s making a positive impact to patient care”

**Rob O’Neill, Head of Information,
UHMBT**