



England's National Health Service (NHS) Has Potential to Achieve Savings of £5 billion while Delivering Enhanced Patient Outcomes with QlikView

Business Discovery platform produces over 25% savings to hospital management

RADNOR, Pa.--(BUSINESS WIRE)-- [QlikTech](#), (NASDAQ:QLIK) a leader in Business Discovery — user-driven Business Intelligence, today unveiled the outcome of a four year IT initiative at Cambridge University Hospitals (CUH), one of the country's leading NHS Foundation Trusts and a world-class teaching hospital deploying QlikView Business Discovery software. In that time, the Trust has secured savings equivalent to over 25% of its bed capacity, reduced clinical variation, enhanced staff retention, improved patient outcomes and is on course to be in the top quintile against its peers across virtually all major performance metrics. Dr. Gareth Goodier, Chief Executive of Cambridge University Hospitals estimates that their approach to managing and sharing the vast volumes of data generated in a hospital environment could save the NHS £5 billion over five years and lead to significant enhancements in hospital culture.

"As anyone who knows the NHS will understand, the challenges we face to improve the quality and efficiency of our hospitals has been something of a battle; one in which management and clinicians have not always appeared to be on the same page. I believe that the most important, long-term benefit of this new Business Discovery model is that it has solved this area of potential conflict by democratising data and presenting information in a way that is as easy to use as Google™," Dr Goodier comments, "Clinicians now own the data and can see everything that is available to management and therefore decisions on changes, improvements or even planned cuts no longer have to be subject to a 'top slicing' approach. We can accurately target efficiencies where they will have minimal impact on patient outcomes."

Putting Data in the Hands of Users

Doctors, nurses and managers use the information throughout the day helping to monitor and improve patient outcomes. At the same time, exactly the same data is used by managers and in our board meetings.

One example of how Business Discovery has facilitated changes to the way in which the hospital uses data can be seen in the performance on cataract operations. In 2007, data from the hospital's 12 ophthalmic surgeons showed a wide variation in the number of patients treated as day cases. This varied from 26% for one ophthalmic surgeon to 95% for another. By using the QlikView managed data, the clinicians were able to see for the first time the differences between how they and their peers approached the procedure.

Enhancing Existing IT

"Some might suspect that, as a university hospital, we already had state-of-the-art IT infrastructure in place," comments Dr Goodier. "This is far from the truth. Some of our infrastructure dates back to the early 1990s and we certainly have no better IT than an average hospital. What QlikView does is to sit over all these systems and turn our somewhat antiquated systems into the most advanced and most accessible information service I have ever seen."

The Business Discovery software was delivered department by department with new applications created in just a few weeks, using the hospital's own staff and for a fraction of the cost of traditional Business Intelligence solutions. CUH uses QlikView Business Discovery tools across six domains:

- **Costs** — analysed by disease condition, patient, age and consultant
- **Financial information** — the financial system at based upon Oracle™. Financial reporting was moved to QlikView when the finance team experienced the new system.
- **NHS metrics** — the NHS has hundreds of measures that have to be recorded and reported. Using QlikView, Cambridge University Hospitals manages all these metrics with some of them updated between every eight to 20 minutes
- **Patient satisfaction** —patient satisfaction data is gathered at the ward and clinic levels. Unlike most hospitals, CAH undertake enough patient research - based upon the National 24 question survey - to build meaningful data at these levels
- **Staffing & HR** — retrieving staffing data had previously taken five days; using QlikView, the data is available immediately

- **Activity versus capacity** — developed a scorecard that balances activity within the hospital against the available capacity

About QlikTech

QlikTech (NASDAQ: [QLIK](#)) is a leader in Business Discovery -- user-driven Business Intelligence (BI). QlikTech's powerful, accessible Business Discovery solution bridges the gap between traditional business intelligence solutions and standalone office productivity applications. Its QlikView Business Discovery platform enables intuitive user-driven analysis that can be implemented in days or weeks rather than months, years, or not at all. The in-memory associative search technology it pioneered allows users to explore information freely rather than being confined to a predefined path of questions. QlikView Business Discovery works with existing BI applications and adds new capabilities: insight for everyone, zero-wait analysis, mobility, an app—like model, remixability and reassembly, and a social and collaborative experience. Headquartered in Radnor, Pennsylvania, QlikTech has offices around the world serving more than 18,000 customers in over 100 countries.

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