

## Health Diver supporting Performance Management in St. Vincent's University Hospital



St. Vincent's University Hospital has used **Health Diver** to create a KPI (Key Performance Indicators) Dashboard to support performance management across the organisation.

It is accessed by all department heads in the hospital and provides an up to date and easy to use view of the key indicators. Users can dive through the indicators to analyse the underlying data.

The hospital has been using the Health Diver business intelligence solution from Manitex for several years to support the detailed information needs in specific hospital areas e.g. Statistics Office, Waiting List Office, etc. Data from their operational systems is automatically extracted, transformed and summarised. It is then delivered as 'information' to the relevant users' desktops around the organisation. End users can analyse, report, graph and export information themselves.

The KPI Portal now provides additional highly focused information to department heads across the whole organisation. They have immediate access to important performance and quality indicators that will support decision making across the Hospital.



Day Case Rate		
	Current	Future
Current Value	78.3%	
Target: To achieve a Daycase Rate of 80% by Dec 2008. (Includes Dialysis)	Trend: Last Month 'v' Previous Month	↑
The Day Case Rate indicator is again showing improvement. At 78.3% this represents a continued strong performance.		
Available on the 1st of each Month		

The Main KPI Dashboard shows current status, metrics, past performance, future trend, and user defined narrative for the top 9 KPI's. Red, amber and green shading indicates the risk status of the indicator i.e. high, medium, low. Users can dive through the current and trend figures to get more information on the underlying data or utilise the web based NetDiver tool to perform even further analysis and reporting.

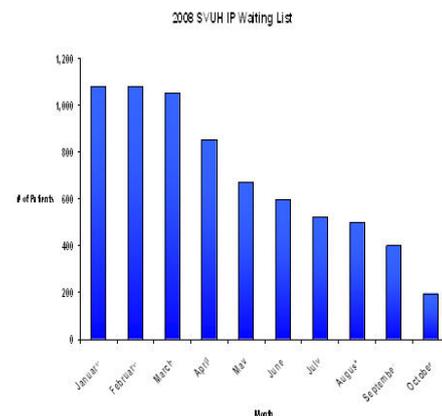
The top 9 KPI's are as follows :

- ED Waiting Time (DTA to Admit)
- Outpatient Waiting List
- Inpatient Waiting List
- Hospital Acquired Colonisation: MRSA
- ALOS
- Daycase Rate
- Staffing Levels
- Financial Position
- Delayed Discharges

ICT Director **Dermot Cullinan** stated that "Implementing Health Diver has facilitated the creation of a comprehensive management dashboard based on Key Performance Indicators. For me this has many advantages, for example: it is easily distributable across the organisation, it provides an instant high-level overview of business-critical criteria and it allows users to easily drill down beyond the KPI itself to pertinent information. This facilitates an overall organisational awareness based on the analysis of trends and assessment of progress on initiatives."

### Project Scope

- Automate management reporting around the Hospital.
- Stimulate individual focus on the main KPI's and performance improvement.
- Provide broader access to management information by multiple users.
- Integrated views of information across various disciplines, departments and entities within the Hospital.
- Better information to support management, administration and clinical staff.
- Support decision making around the hospital.



St. Vincent's University Hospital is a major academic teaching hospital, affiliated to University College Dublin, and is committed to patient focused care. They provide a front-line emergency service and national/regional medical care at inpatient and outpatient level. The Hospital provides in excess of forty medical specialities and has 479 in-patient beds.



**"Better Information – Better Decisions – Better Care"**

Health Diver is powered by Diver a product of Dimensional Insight Inc.

### About Manitex:

Manitex is a 'solutions' focused supplier of Information Technology products and services to the Health market. We offer a range of Services, advanced Technologies and industry strength Applications that will enable our customers to modernise their Information Systems architecture, while maximising their current and future IT investments. **We specialise in delivering practical solutions to meet the real requirements of today in the Health market.**

**FOR FURTHER INFORMATION PLEASE CONTACT:**

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