CUSTOMER STORY

Pointing the way to new opportunities

IQVIA uses Qlik advanced analytics
to help UK healthcare services

IQVIA™

> "Qlik Sense data analysis is a vital part of the intelligent connections that we make across all aspects of healthcare. With its powerful insights we help our customers to make better decisions and, ultimately, improve patient outcomes."

Peter Lane, Head of Healthcare, UK&I, IQVIA

The challenge of disconnected health services

Healthcare is a complex and disconnected environment where innovation and breakthroughs rely on navigating vast quantities of data from disparate stakeholders. Meeting this challenge is the specialty of IQVIA, a leading global provider of advanced analytics, technology solutions and clinical research services to the healthcare sector.

With 72,000 employees from clinicians to data scientists, the company is active in over 100 countries. Its Connected Intelligence offering brings together many elements of the healthcare service, helping customers to accelerate the clinical development and commercialization of new treatments and streamlining patient services.

In the UK, IQVIA works across eight key areas that include patient experience and outcome measures, costing, benchmarking, clinical coding and population health. In the UK, it also runs one of the world's largest life sciences laboratories supporting widescale clinical trials.

Data analysis to support better decisions

Principal customers of IQVIA's healthcare team are hospitals of the UK's National Health Service (NHS). They use IQVIA's insights to learn how to fund increasingly complex patient pathways and drugs, how to better manage resources and how to maximize the use of data to improve their services with a view to improving patient outcomes.

Solution Overview

Customer Name
IQVIA

Industry
Healthcare

Geography
UK

Function
Finance, IT

Business Value Driver
Patient Intelligence, Reimagined Processes

Challenges
- Support healthcare breakthroughs and innovations
- Bring together data from many disconnected environments
- Indicate areas for improved processes and reduced cost

Solution
Uses advanced data analytics provided by QlikView and Qlik Sense.

Results
- Potential financial opportunities identified for healthcare customers
- Improved patient care with better bed usage and reduced waiting times
- Better clinical procedures to increase operating theater productivity and efficiency

Effective data analysis is at the core of IQVIA's offering. This started with QlikView and is migrating to Qlik Sense, which is now used for 60% of applications. Migration to Qlik Sense, with an easy-to-use design which is welcomed by end users in the NHS, has resulted in a 30% increase in usage.

"Our use of Qlik was driven by the market because it is the de-facto standard for the NHS," says the Solution Director of IQVIA's Healthcare Team, Mike Griffiths. "That is why all the solutions we have built have been in Qlik."

The company has both OEM and reseller associations with Qlik. Many services such as benchmarking, clinical coding analytics and population health are hosted, which is done through OEM status. Other solutions are deployed on-premise using a reseller model.

"Our hosted services are essentially software or platform-as-a-service," explains Griffiths. "The hospitals deliver their data into our data center and we shape it, model it and publish it into Qlik Sense dashboards that we host. Our NHS customers then access those and use the applications they have bought to do their analysis.

"We can also deploy our software into their premises where they do the work themselves and populate dashboards that are deployed into their estate. In addition, we can generate analysis on behalf of the trusts, producing analysis flat packs to highlight possible focus areas. At all times the data is secure and only shared with the NHS hospitals."

Ensuring safety and quality of patient care

More than 100 customers now use IQVIA's benchmarking and clinical coding solutions and 80 use costing services. The subjects they cover are wide, from in- and out-patient activity, how operating theaters are utilized and how wards are managed to length of stay, readmission rates and mortality levels.

Every year, Qlik-powered benchmarking identifies an average of more than £2m of potential financial opportunities per NHS customer, delivering a significant ROI on the IQVIA solutions. It provides detailed analysis into the cost pools to drive transformation, procurement and service improvement programs. It also identifies bed day opportunities to support savings or higher throughput, resulting in reduced waiting lists and increased theater productivity. Correct coding ensures that trusts are appropriately reimbursed.

Being a Qlik OEM partner delivers knowledge sharing that helps IQVIA develop new products, learn about Qlik's new offerings and use Qlik Continuous Classroom for staff training. Looking to its future roadmap, IQVIA is investigating the use of Qlik Alerting and the Qlik Data Integration platform.

"Historically, healthcare providers have acted in isolation from the payers who, in turn, have acted in isolation from patients," concludes Griffiths. "Our system is helping to get all these bits working together to ensure that patient care is safe, secure and of good quality. The timing is ideal with the NHS' focus on working as joined up regional health systems called Integrated Care Systems (ICSs). Joining all those bits into Connected Intelligence is key and Qlik helps us to do that."

The keys to success

100 healthcare customers now using IQVIA

>£2m in annual financial opportunities identified for each NHS organization

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About Qlik

Qlik's vision is a data-literate world, where everyone can use data and analytics to improve decision-making and solve their most challenging problems. Qlik provides an end-to-end, real-time data integration and analytics cloud platform to close the gaps between data, insights and action. By transforming data into active intelligence, businesses can drive better decisions, improve revenue and profitability, and optimize customer relationships. Qlik does business in more than 100 countries and serves over 50,000 customers around the world.

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