ANALYTICS

Harnessing the power of data

Vejthani Hospital ensures accurate, efficient and meaningful insights

SIFT

Qlik Q

VEJTHANI
Vejthani Hospital

"Having data on one dashboard, we can find the answers in just one business meeting, compared to the past when we would have to go back and forth, and it could take at least two weeks."

Dr. Tullawat Pacharapha, Chief Operating Officer, Vejthani Hospital

Making sense of a deluge of data

There are two imperatives for the medical sector in Thailand. One is accurate data collection, and the other is managing the volume of such information. Hospitals offering a host of services are often inundated with the amount and type of data collected during diagnosis and treatment recommendations as well as vital information on business and operations.

Vejthani Hospital is one of Thailand's leading private international hospitals, catering to more than 300,000 patients yearly from over 100 countries. Set up in 1993, its priority is to provide a high quality of service and care for its patients, and it uses technology to drive this.

Vejthani Hospital Chief Operating Officer, Dr. Tullawat Pacharapha, explains that multiple sources of information pose a challenge to operations. "As we all know that when you use multiple reports, it's not easy to view the data and to find the meaning."

The hospital uses a generic digital record keeping system to gather data. The tool proves useful in storing massive amounts of data but does not provide analysis or insights. It also struggles with performance. Processing large amounts of information is a slow and cumbersome operation, delaying crucial decisions.

Solution Overview

Customer Name
Vejthani Hospital

Industry
Healthcare

Geography
Bangkok, Thailand

Function
Finance, Customer, Internal processes

Business Value Driver
Reimagined Processes, Data-Driven Decision Making

Challenges
- Handle multiple internal data sources
- Inefficient resource allocation and medical facilities
- Save time on meaningful business

Solution
Deployed the Qlik Sense in partnership with SIFT analysis to seamlessly bring all relevant data together for detailed analysis.

Results
- Accurate and timely data collection from multiple sources
- Improved efficiency on resource allocation
- Dashboard of aggregated content to improve decision making

In 2018, the hospital invested in Qlik Sense Enterprise which offered business intelligence (BI) tools to complement its existing systems. By working with Qlik's powerful architecture while being supported by its professional and engaged teams, Dr. Tullawat says he has seen great improvements in making informed decisions based on data and analytics.

"By using Qlik, we can get meaningful data in a timely manner. We can use features such as drill down that allows us to find [different] dimensions of data."

Accurate patient insights allow for business growth

Qlik's BI capabilities are being applied to the hospital's strategic business units (SBUs) in finance, customer service and internal processes. The solutions allow management to track the performance of these units by monitoring daily billings, taking account of patient figures and charting revenue growth. Having details such length of patient stay, arrivals at pharmacies and patient discharge times allows the hospital to be well-informed, making swift business decisions.

Medical services in Thailand face stiff competition, hence product differentiation is key for business growth. With BI, Vejthani Hospital can monitor the proportion of customers who use its services by drilling down on numbers and geographic segmentation in particular periods. Dr. Tullawat says revenue growth can be tracked to specific treatments which speeds up marketing and product development efforts.

Beside business analysis of new products, Qlik offers immense advantages to track resource usage. Running operating theaters is expensive and time-consuming, leading to wastage. Qlik's solutions offer insights such as punctuality, schedule changes. Medical teams are assigned ratings and feedback to cut down on wastage, thus improving Vejthani Hospital's resource allocation and efficiency.

Adding value to data to boost productivity and efficiency

Qlik Sense provides speedy and accurate compilation of data. Rather than having disparate reports in Excel from multiple sources, its aggregation function has helped hospital operations save time in reviewing information. Having all the data in one place cuts wastage significantly.

Past practices saw management taking weeks to arrive at decisions. However, with Qlik, they have cut down the old back-and-forth processes of discussions across departments and are also able to access the data on mobile devices.

"We can find the answers in one meeting, just by accessing the dashboard," says Dr. Tullawat. Hospital management teams now have fewer meetings and have minimized delays, improving productivity. Teams can track and improve on turnarounds for patient discharge and percentage of reaching agreements with patients who need surgery.

Dr. Tullawat says BI and Qlik's powerful architecture gives the hospital an edge while complementing existing business processes. The hospital can view year-on-year data to make comparisons or follow trends. Using Qlik's solutions also does not impinge on resources and the performance of current systems, as it performs data analysis overnight without affecting the general running of the hospital.

Vejthani Hospital plans to expand its use of BI by developing its own data model, made possible with Qlik's customization features. The hospital plans to extend BI to support value based care by using cost and outcome data.

The keys to success

20% improvement in use of operating theaters

1 meeting for decision making, down from two weeks

"When we marry BI with product development such as surgeries, we can see trend, market segmentation, anonymous aggregated customer profiles, and surgeons who perform those surgeries. These lead to getting insight on how to add value to product differentiation."

Dr. Tullawat Pacharapha, Chief Operating Officer, Vejthani Hospital

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. Our cloud-based Qlik Active Intelligence Platform delivers end-to-end, real-time data integration and analytics cloud solutions 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 38,000 active customers around the world.

qlik.com

SIFT ANALYTICS GROUP

SIFT Analytics Group has been a leading provider of enterprise software solutions since 1999. SIFT software solutions work seamlessly to give organizations clear, immediate and actionable insights into current performance and the ability to predict future outcomes.

sift-ag.com