

DATA ANALYTICS

CUSTOMER STORY

Data insight in patient care pathways

Qlik provides healthcare professionals with real-time, continuous Active Intelligence



CUSTOMER STORY

“There is no point in having intelligence if you are not going to share it. Health and social care systems are very complex so it is really important that we can share patient data with a wider audience. Qlik Cloud Services enables us to do that.”

Mark Singleton, Associate Director of Data Analytics & Assurance, WWL NHS Foundation Trust

The right information for the right people at the right time

From waiting lists to bed occupancy, supplies to staffing, the modern health service runs on deadlines, schedules and forecasts. The result is an explosion of data and converting it into actionable decisions is vital for the delivery of an efficient healthcare service.

Wrightington, Wigan and Leigh NHS Foundation Trust (WWL) has become proficient at this, using Qlik Sense to create a multitude of apps and dashboards, then disseminating this single source of truth across the Qlik cloud.

Serving a population of 330,000, WWL is a medium-sized foundation trust in the north west of England. It provides acute clinical services from five main hospitals and community services from a range of other locations. With some 300 electronics systems, WWL has a mass of information that it needs to draw together, as poor data analytics can lead to poor decision-making.

“The biggest challenge we have is the amount of data that we now record, so we use Qlik to help us decide what information to focus on, where there are opportunities for the organization to improve, and to ensure that the right people in the organization have the right information at the right time,” says Mark Singleton, Associate Director of Data Analytics & Assurance.

Solution Overview

Customer Name

Wrightington, Wigan and Leigh NHS Foundation Trust

Industry

Healthcare

Geography

Wigan, UK

Function

IT, Supply Chain Management

Business Value Driver

Patient Intelligence, Reimagined Processes

Challenges

- Collect and analyze large amounts of data to support real-time decisions
- Exceed government targets on patient care
- Use findings and insight gained to point the way ahead for the organization

Solution

WWL uses Qlik Sense SaaS with Qlik Cloud Services to power an intelligent, optimized analytics data pipeline that enables **Active Intelligence**.

Results

- Nearly 100 Qlik apps support real-time up-to-date information
- Supports staff and patients during COVID-19
- Instant app creation through Qlik cloud with security on mobile devices and third-party use

Sharing up-to-date intelligence with a wider audience

WWL's Qlik journey started in 2008 when it first purchased QlikView – a move that was prompted when the UK Government created NHS trusts which had more autonomy, but also had to do a lot more reporting around profitability. The trust migrated to Qlik Sense in 2018.

“Initially we just used Qlik for reporting but then realized that we could use the advanced analytics integration of Qlik Sense to obtain instantaneous data insights that support strategic decision-making and planning,” says Singleton. “We integrated Qlik Sense with our data science tools, R and Python, and that allows us to capture different variables to be used in scenario planning.”

With the trust now able to drive informed action from real-time insights, WWL needed to enable a wider national healthcare audience with Active Intelligence people who may not actually be part of WWL or employees on the road. To achieve this, it is using Qlik Cloud Services, opting for the Qlik native service with two-factor authentication for high-level security, which allows the trust to share these richer insights on mobile devices with third parties.

“Qlik Cloud Services also gives us instant access to the latest functionality. We can create and share apps via mobile or tablet device, which means we can share essential information with general practitioners or medical staff who may be out on call and aren't connected to the hospital network, but who still need to keep an eye on how the hospital is performing,” comments Singleton.

Additionally, Qlik Alerting delivers sophisticated, context-aware alerts in real-time as changes happen, rather than users having to search through different apps to find their answers. Qlik Alerting is designed to trigger immediate actions by being able to extract answers from the data and applications available on behalf of the user, saving them time and increasing efficiency.

The authority has so far created nearly 100 Qlik apps to provide value-based healthcare, and the number is growing on a daily basis.

For example, a ward app provides information about whether wards are well run, and another dashboard keeps track of A&E lists, updating every two minutes and ensuring that WWL's hospitals hit government targets to deal with patients within four hours.

Operating theatres are one of the most expensive resources in hospitals and WWL's theatre app shows how they are used every minute of the day to maximize the number of patients who can be operated upon.

Firm foundation for the pandemic battle

This level of organization came into its own when COVID-19 hit.

“We had already developed a length-of-stay app that monitored patients in the hospital to find out about delays and to free up beds,” says WWL's Directorate Manager of Unscheduled Care, Louise Clarkson. “When COVID-19 came, within a matter of days we converted that app into a COVID app. The Qlik technology made it so much easier just to gather all the data in one place.”

Singleton concludes: “Capturing new insights using spreadsheets and paper is not a headache anymore because we have such easy ways to capture and analyze the data in Qlik and reinforce a single version of the truth. The Qlik cloud also opens so many opportunities to share the data and that has certainly helped us break down many technological and political boundaries that existed.”

The keys to success



100

Qlik apps and dashboards developed



330K

Potential patients in catchment area

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Louise Clarkson, Directorate Manager of Unscheduled Care, WWL NHS Foundation Trust



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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