



# Operational Performance at the Defense Health Agency

## Improving patient outcomes and reducing cost

With 137,000 employees in 65 hospitals, 412 clinics and 414 dental clinics, more than 10 billion beneficiaries and a \$50 billion budget, the Military Health System is a mammoth operation. Accordingly, there's strong focus on quantity and cost containment. The challenge is to balance this need to move people through the system quickly with a focus on quality health outcomes.

By uncovering the insights buried within your data, the Military Treatment Facilities (MTFs) can streamline coordination of care between providers, more effectively align resources with patient needs, quickly determine eligibility for care, and reduce fraud, waste and abuse.

## Improving Coordination of Care

Visibility and collaboration across multiple healthcare providers ensures end-to-end care as a patient moves through the system. Medical providers, case managers and support services all need seamless access to critical patient data.

With Qlik, all providers can come together to share charts, notes, and other medical information in real time through live, secure collaborative sessions via desktop, tablet or mobile device—regardless of physical location. From diagnosis through post-op – with Qlik you can ensure the full coordination of a patient's care from end to end. The benefits are huge. One organization within DHA leveraged Qlik to provide a single view across all four major clinical systems, enabling them to identify and proactively treat high utilizers.

## Reducing Costs through Supply Chain Efficiencies

Most healthcare organizations carry between 40-50% of their cost in complex, disparate supply networks. Finding efficiencies here will improve performance, eliminate waste, reduce cost and provide better, more effective healthcare delivery.

### Operational Success Story

**ThedaCare.** Largest healthcare provider and employer in Northeast Wisconsin

**Industry.** Healthcare

**Function** Executive, Operations, Finance, Clinical

**Challenges** • Adjust to data volume outgrowing existing reporting systems • Transition from standard static reporting to a truly analytical environment • Minimize capital investment in new hardware and software licenses

**Solution** ThedaCare deployed Qlik to 1,200 business and clinical users with initial applications to 60 users in less than 60 days. With Qlik, ThedaCare now analyzes financial performance, disease management, patient care, and the quality and availability of services—all focused on improving healthcare value for employer plan purchasers and patients. ThedaCare analyzes 110 million rows of data each day from Electronic Record Management (EMR), patient management, finance, call center and time card systems.

**Benefits** • Improved turnaround time for business and clinical analysis from days to seconds • Empowered end users to perform their own analysis and ad hoc querying • Transitioning report writers to information analysts—expanding how data can be used • Achieved full ROI in Qlik before completing rollout to 1,200 users.

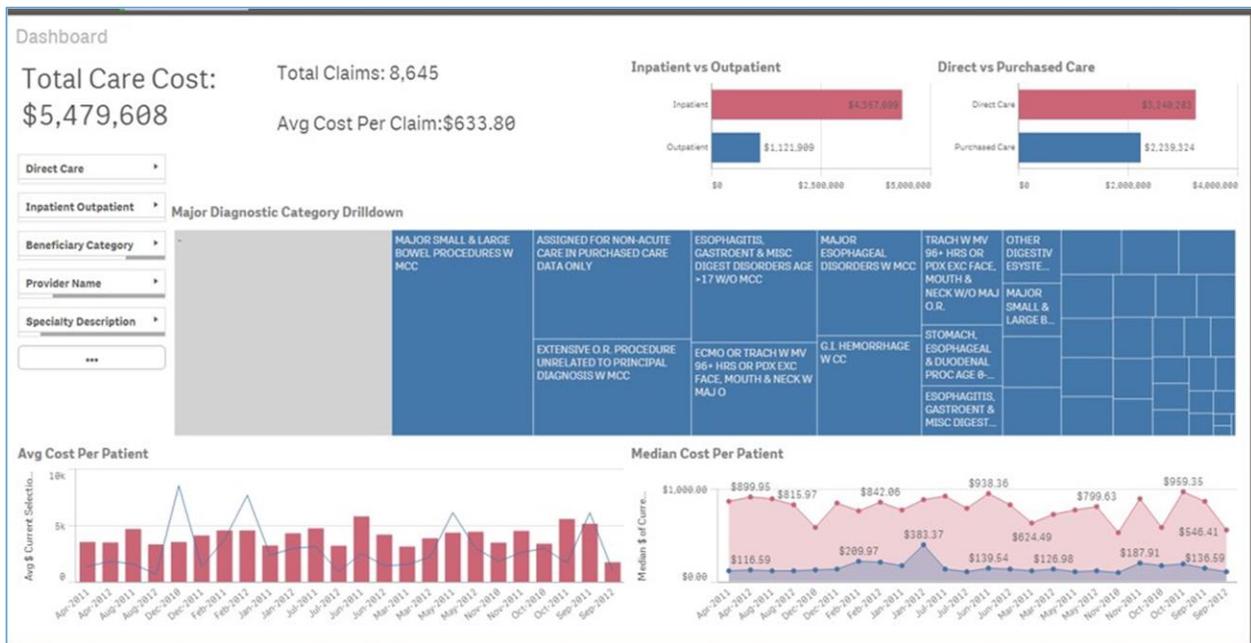
#### Data Source Systems

**Application:** Epic Systems, Lawson, API Solutions, Symposium  
**Database:** Microsoft SQL-S  
**Hardware:** HP

Qlik can help ensure that healthcare professionals have the supplies they need when they need it, while minimizing excess inventory. Qlik helps you answer key questions, such as “What are my top 10 product expenses?” and “What’s the variation in inventory expense across all military health facilities”?

Specifically, the DHA can leverage Qlik to:

- Aggregate suppliers and consolidate spend across facilities to negotiate volume discounts
- Perform spend vs. cost analysis to arrive at accurate ROI calculations
- Ensure on-time delivery for critical medical supplies and efficiently manage inventory levels
- Share and view inventory across facilities to better control costs and minimize ordering
- Continuously evaluate supplier performance (delivery accuracy, high return volumes, etc)
- Empower decision-makers with dramatically improved insight into the end-to-end supply chain



One organization that’s seen tremendous success employing data discovery in the supply chain process is the National Health Service (NHS) of the United Kingdom. The North West NHS Collaborative Procurement Hub (NWCPH) helps NHS manage this supply chain using Qlik – which it deployed to 70 users in just 12 weeks. Today, NWCPH can monitor supplier and purchaser performance, manage categories more effectively, and perform spend analysis to drive down procurement costs. Over the course of two years, they cut more than \$66 million in procurement costs, improved regional hub performance with better insight, and saved hours of management time in reporting and analysis.

## About Qlik

Qlik is a leader in data discovery, delivering intuitive solutions for self-service data visualization and guided analytics. Qlik empowers the organization with a flexible analytics tool that not only answers queries, but also helps uncover additional questions to ask of the data. Qlik’s products deploy rapidly and customers realize rapid time to value, often in less than 45 days. Contact us at [UncleSam@qlik.com](mailto:UncleSam@qlik.com) to schedule a discussion and live demonstration, or visit us at [www.qlik.com](http://www.qlik.com).