

QlikView Customer Snapshot – Bouman GGZ

“What is so good about QlikView is that managers can view the latest information any time they want: about DTCs (Diagnosis Treatment Combinations), their budgets, personal data... you name it. And all it takes is a few mouse clicks.”

*Kees Schenkels, Head of ICT
Bouman GGZ*



About Bouman GGZ

- Largest mental health organization in the Netherlands, specializing particularly in addiction. Bouman provides services at over fifty locations in the Zuid-Holland-Zuid region, spread across the municipalities of Rotterdam, Schiedam, Vlaardingen, Dordrecht, Leerdam, Gorinchem and Spijkenisse
- Workforce of more than 850 employees
- Industry: Healthcare

Challenges

- Consolidate data across three main systems – clinical, financial and administrative systems
- Raise efficiency to make healthcare more affordable
- Generate real-time management information system

Solution

- Deployed QlikView to ~30 users across 4 functions in the Netherlands:

Clinical Operations & Care Delivery Analysis: Monitor patient flow patterns, duration of stay, and treatment activity

Resource Planning Analysis: Analyze staffing and scheduling

Financial Analysis: Measure performance against budget with costs

Revenue Cycle Analysis: Track DTCs (Diagnosis Treatment Combinations) for reimbursement, Signal DTCs past due so as to not miss revenue

- Rapid implementation in < 2 weeks with support from JIS
- Leveraged QlikView to aggregate data from several systems including a financial system (Decade), HRM system (Beaufort) and clinical system (User)
- Tools such as Cognos and Oracle proved limiting in analysis flexibility and speed of deployment

Benefits

- Provided an integrated view into operations by gaining insight into metrics that are interconnected across data systems
- Removed sense of compartmentalization in the organization
- Combined data warehouse and BI analysis in one solution
- Improved process efficiencies and DTC tracking driving more affordable healthcare delivery and 100% compliance
- Delivered common dashboard of information to management