

# QlikView Customer Snapshot – Bassett Healthcare

“These are intuitive decisions we might have made otherwise, but now they have been backed up by irrefutable data. It's not a problem for our surgeons or anesthesiologists to accept this as the data we need to act on.”

*Kathleen Brooks,  
Administrative Director for Perioperative Services  
Bassett Healthcare*



## About Bassett Healthcare

- Regional health system of four hospitals and 23 community health centers serving residents of an eight-county region in central New York, USA. The centerpiece of Bassett Healthcare is The Mary Imogene Bassett Hospital, an 180-bed acute care, inpatient teaching facility. Supports 7 operating rooms and conducts roughly 7,000 surgeries per year
- Headquartered in Cooperstown, New York
- Achieved ~ \$300 million in revenue with 3,500 employees
- Industry: Healthcare

## Challenges

- Improve quality patient care through operational improvements to address inefficient manual processes and bottlenecks
- Gain insight into utilization and performance of surgical rooms to increase coverage, on-time starts and surgeon satisfaction

## Solution

- Deployed to ~15 users across 5 functions in US:

*Executive Analysis:* Develop MIS system and balanced scorecard in next wave for insight across organization

*Clinical Operations Analysis:* Measure day-to-day surgical department operations. Measure surgical benchmarks, such as type of cases, number of cases by surgeon, after-hours cases, and turnaround time

*Resource Planning Analysis:* Monitor utilization of surgical departments in main hospital and rural facilities to ensure staffing and availability

*Financial Analysis:* Monitor utilization of surgery rooms on a rolling 3 month basis by CFO to assess future cash flow

*Quality Assurance Analysis:* Assess historical data to gauge whether hospital had enough trauma-related orthopedics cases each day to warrant a dedicated operating room

- Rapid implementation in just days with pre-built views with SIS Analytics powered by QlikView
- Leveraged SIS Analytics (QlikView Server) to integrate data across the primary systems for finance, materials and clinical

## Benefits

- Improved process to drive on-time case starts from 48% to 85%
- Increased charge capture by 30%
- Increased surgical throughput with streamlined processes
- Green lighted the opening of a dedicated trauma room
- Gained the freedom to analyze data without the need for IT