

## QlikView puts important key data permanently in view for Marienhospital

“ With QlikView, we can identify related issues and solve problems, which would have previously been completely lost in the mass of data. ”

*Uschi Schäfer, Medicine Controlling, Marienhospital Gelsenkirchen*

The Marienhospital Gelsenkirchen is among the pioneers of IT supported hospital management. The intelligent linking and analysis of diverse information sources not only helps to implement the statutory demands required since the introduction of the DRG-System (Diagnosis Related Groups), but also allows process optimization at every hospital level thanks to the newly created transparency.



“When the DRG-System for service related accounting was introduced in 2003, it was immediately apparent to us that we must create more transparency within the clinic, to achieve greater efficiency in the administration of internal services and also to be prepared for the DRGs during annual budget negotiations with the Health Insurance Funds,” stated Carsten Heßling, the Head of

Administration of the Marienhospital Gelsenkirchen, looking back. For this reason it was decided, as so-called “Option House”, to implement the DRGs at an early stage. In this case, the limitations of the existing system were reached extremely quickly. The standard evaluation software (Excel) was not capable of effectively analyzing the extensive amounts of data created from 27,000 patients per year. The patient related data extracted for DRG results included the patient’s date of admission and discharge, primary and secondary diagnosis, operations, age, and weight of newborn babies.

### Process optimization with a click of the mouse

In 2003, after making a comprehensive market analysis together with Guido Mitschke, Managing Director of Transact – Gesellschaft für Software & Analyse mbH, the company appointed to solve the problem, it quickly became apparent that QlikView could be the solution. The team developed the first “DRG View” version themselves, based on the Swedish developed analysis tool, in three weeks. After a couple of mouse clicks, it was clearly apparent that the solution could extract a great deal of additional information from the data pool that proved to be interesting. Selections, for example, can now be made with ease, such as identifying how seasonal factors affect material, budget and bed occupancy planning over time.

### Solution Overview

#### Marienhospital Gelsenkirchen

Leading academic training hospital with 500+ beds and ten specialized divisions

#### Industry

Healthcare

#### Function

Operations, Finance, IT, Six Sigma/ Quality Management

#### Geography

Germany

#### Challenges

- Amplify transparency within the clinic to achieve greater efficiency
- Prepare for the statutory demands of Diagnosis Related Groups (DRG)
- Efficient evaluation of patient data from diverse information systems

#### Solution

Marienhospital deployed QlikView to 30 employees across 4 functional areas, with the first version of the DRG Analysis application up and running in 3 weeks. Marienhospital now analyzes diagnoses and treatments, materials, bed occupancy planning, IT systems, and BQS quality assurance data – all focused on driving quality improvements in patient care. With QlikView Server and Connector, Marienhospital now easily handles the large data volume associated with 27,000 patient records previously locked in SAP, DRG System and KIS.

#### Benefits

- Enabled KPI-based management to optimize internal clinical processes
- Improved patient care through more efficient control and transparency
- Increased productivity during annual audits and budget negotiations
- Rapid adoption by users thanks to ease of use and flexible data analysis

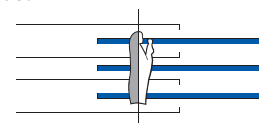
#### Data Source Systems

Application: SAP, KIS, DRG System, BQS Data

Database: Excel

#### QlikTech Partner

Transact



**Marienhospital  
Gelsenkirchen GmbH**  
Akademisches Lehrkrankenhaus

All of the important key data required for successful company administration is now available quickly and simply via QlikView.

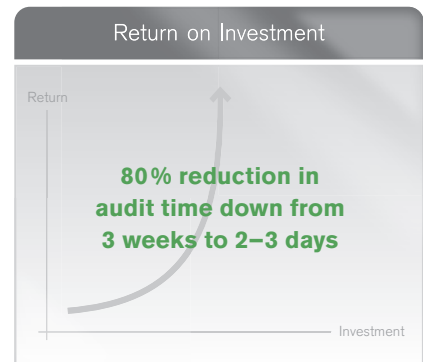
The nominal-actual comparison covers all eventualities: With DRG and OP-View, the processes in the clinic can now be controlled practically in real-time and, as a consequence, more efficiently. For this purpose, every head physician and assistant medical director can access the relevant applications via the Intranet and make flexible analysis – from general data to individual patient numbers – regarding the primary and secondary diagnoses, operations and DRGs. Key questions can now be quickly answered with QlikView. What was the composition of DRGs within each department and the degree of complications? How many hip operations were carried out in the quarter? What was the ratio of long to short-term patients? What complications arose – and were there any associated peculiarities? What is the ratio of old to young patients, and does this influence the OP process? How many patients are hospitalized under instruction, how many as emergency?

**Unrivalled flexibility and speed**

“The handling of our enormous array of databases only became pos-

sible with QlikView and, as a result, enabled us to perform genuine controlling,” explained Catrin Böhme, from Medicine Controlling at the Marienhospital Gelsenkirchen. In addition to exceptional user friendliness and the flexibility of data analysis, QlikView particularly impresses through its enormous economy of time: The accountants previously required approximately 3 weeks for an audit – and now it is finished within 2–3 days.

Because of this positive feedback, QlikView is now used in a variety of areas within Marienhospital: From the evaluation of interface protocols or firewall attacks to increasing the safety of sensitive patient data in the IT department, to the analysis of BQS data for successful quality management in accordance with statutory regulations, to the evaluation of the food questionnaire to improve patient satisfaction. New ideas arise almost every day. In the future, QlikView should, for example, supply the marketing department with important findings for target group oriented campaigns, in order to strengthen the clinic’s position in conurbations. Also, the HR department is already planning solutions to enable a clinic’s most important and cost intensive factor – personnel – to be coordinated and supervised even more efficiently in the future.



“ QlikView developed into a strategic tool for us and allows us, by means of data controlled company management, to be successful in the long-term despite the high pressures associated with managing costs. ”

*Carsten Heßling, Administrator, Marienhospital Gelsenkirchen*