

Queensland Health Extends Microsoft with Rich Functionality Provided by Panorama Software



Company Profile

Queensland Health (QHD) is a dynamic organization committed to providing a range of services aimed at achieving good health and well-being for all Queenslanders. Through a network of 15 Health Service Districts and the Mater Hospitals and more than 74,000 staff, Queensland Health delivers a range of integrated services including hospital inpatient, outpatient and emergency services, community and mental health services, aged care services and public health and health promotion programs.

Business Challenge

Getting a clear picture of business fundamentals across diverse world of information using intuitive yet powerful User Interface.

As any other healthcare organization that is committed to delivering high-quality, comprehensive and cost effective healthcare services, QHD was looking for a solution that will allow the creation, transmission and management of increasing amounts of data. This data is expected to grow considerably in the future as a result of diagnostic imaging and tele-medicine.

QHD was looking for a Business Intelligence solution that would be able to:

- Support 2,500 users to easily access large amounts of data applicable to health organizations in similar size
- Enable different users to work with the same data set at different entry levels

- Effectively manage different data, information and knowledge to provide patients with good outcomes
- Support data from different data sources, including but not limited to:
 - Financial Systems – All inputs (i.e. \$9 Billion a year) down to invoice details
 - Patient throughput and outputs with details on each inpatient according to diagnosis
 - Human Resources and Payroll modules – including cost centers, account codes, pay point, pay codes and leave balances for 74,000 staff

Solution

As part of the solution search, several providers and solutions were evaluated. Since some of QHD systems are running on Oracle software, QHD also evaluated the Oracle data warehouse solution and Business Object as complementary BI system.

Ultimately QHD decided to go with the Microsoft SQL server technology including the Microsoft Analysis Services Server that offers OLAP technology benefits including:

- Effective utilization of data warehouse for online analysis.
- Rapid response to iterative complex analytical queries. The OLAP's multidimensional data model and data aggregation techniques organize and summarize large amounts of data so it can be evaluated quickly using online analysis and graphical tools. The answer to a query into historical data often leads to subsequent queries as the analyst searches for answers or explores possibilities.



OLAP systems provide the speed and flexibility needed to support the analysts in real time.

Panorama's ability to build on the capabilities of Microsoft SQL Server Analysis Services and leverage the Microsoft platform was a key factor when choosing Panorama.

Over the last 18 months, the Queensland Health Decision Support System (DSS) has been utilizing Panorama BI Solution. DSS is a user-friendly resource management information system improving decision-making by providing timely and accurate key performance indicator (KPI) information in graphs and tables which is linked to transactional data.

More than 2,500 staff members use DSS. Users range from members of the Executive management to Nurse Managers and Business Manager Assistants.

Given the volume, turnover, statewide distribution and varied skills and occupations of DSS users, it was critical to develop a user-friendly system that requires minimal training for the users.

Panorama functionality that has been critical in developing DSS includes:

- Zero footprint client which requires minimal training time, ultimately enabling quick cross organizational deployment
- APIs that enable quick deployment of reports on top of any data source
- Reporting flexibility that allows many levels of reporting, including high level analytics and transactional data interrogation

- Integration between multiple data sources such as Casemix, Financial systems and Human Resources systems

Results

"The Pros and Cons for of Business Intelligence solutions of this nature in the health sector are that Data, information and knowledge are the key to successfully delivering health services now and in the future. A cohesive, comprehensive approach to business intelligence is vital to manage these elements effectively to good patient outcomes. A number of data and information sources are already in use."

The e-health program will lead to the electronic capture of data which will be used:

- *In clinical settings for better and more immediate outcomes for patients*
- *For forecasting models to improve predictions of services required, resourcing and other planning requirements*
- *For reporting frameworks to underpin quality information.*

*The Queensland Health Business Intelligence Strategy is designed to take advantage of existing experience and knowledge in the organization and build on current platforms to position Queensland Health for the future" said **Ray Brown, Queensland Health Chief Information Officer.***

According to Stephen Crane, Queensland Health Acting Senior Director, Finance Solutions, Finance Branch, and Corporate Services Division:

“DSS brings together information overnight from various databases to allow Queensland Health meet its accountability requirements and monitor its performance. The system provides a consistent view of resource management information in the organization by using one reporting source. This includes corporate, formatted and individual customizable reporting, which allows users to filter, sort and interrogate current and historical data.”

Solution

- Different entry level for different users to allow users with different needs to access relevant and up-to-date information.
- User-friendly Interface to enable swift deployment across different departments requiring minimal training.
- Quick deployment of reports on top of any data source.
- Extensive reporting capabilities allowing many levels of reporting including analytical and transactional data interrogation.

Panorama Software

Panorama Software helps clients grow revenues and reduce costs by giving them the ability to analyze data, identify trends, maximize business opportunities, and improve corporate performance and results. Panorama software offers an intelligent, collaborative and easy-to-use, BI solution that enables enterprises the ability to gain insights more quickly, more efficiently and with greater relevancy. Panorama maintains over 1,600 global customers.

To learn more about Panorama Software, please visit www.panorama.com.



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