Hospital Portal Case Study

> Challenge

To improve communication, access to data, and reporting from a MEDITECH database.

> Solution

A web-based business intelligence portal with custom reports.

> Results

Information can be accessed securely in one place. Employees easily manage the content. Improved reporting allows quick, informed decision making.

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Case Study > Hospital Portal

Giving back to the community is an important aspect of a well- rounded company and breeds employee satisfaction. CXI and our employees are pleased to provide technology services to Children's Hospital in Richmond, Virginia at substantially reduced rates and pro bono. Our partnership began in 2001 and continues to grow to this day.

Children's Hospital is a private, nonprofit hospital. Their services center on the diagnosis and treatment of various medical conditions of children from birth to the age of 21. Children's Hospital is one of the largest providers of pediatric rehabilitation therapies in the Southeast with several satellite locations and an 80 year history of providing quality health care.

Enhanced Information Exchange

Children's Hospital depends on a network of local doctors to perform services for its patients. The hospital wanted to improve communication with these affiliated doctors and the hospital's internal staff. They needed a web-based solution for enhanced information exchange and a secure method for doctors to remotely access patient information.

Children's Hospital has a large amount of budget, patient, and resource information available in an existing SQL Server 2000 database from its MEDITECH data warehouse and other internal systems. The old reporting technology obscured and segmented this data. Children's Hospital needed a better way for staff to retrieve this information quickly, in order to manage the business aspects of the hospital more effectively.

CXI proposed integrating this information into new, issue- oriented custom reports so that the Hospital's business staff could better serve patients and the administrative needs of the hospital. These presentation ready reports are integrated into a web-based portal and allow Children's Hospital to enhance patient care, reduce operating costs, and more effectively share business information across the organization.

Children'sHospital staff can access the portal from anywhere via the Internet, with a username and password. This screen shows the Finance channel with access to multiple reports and documents from one location.

The Reports and Portal serve several user communities:

- *Finance Department* – Custom reports show actual vs. budget costs and include the ability to drill-down to see purchase order details behind numbers, for a more complete understanding.
- *Other Department Managers* – Similar to the Finance reports, reports for department managers provide metrics on a department's planned vs. actual expenditures. The reports compare key service items (like number of visits, procedures, full time employees) so department managers can see productivity levels and service trends as they occur.
- *Users-at-large* – The portal serves as a one stop data shop for Children's Hospital staff. It includes information on hospital policies, news, email access, and the cafeteria menu.

Centralization of Information

The portal provides each staff member with a personalized view of Children's Hospital data, delivering documents, reports, and applications through an intuitive interface. The Hospital's staff can access a wealth of information to help with their jobs in a single location.

CXI created content categories, or channels, which are made available to users based on their role. The channels allow staff to communicate internal policies, procedures, and announcements. These channels are organized by department, so users only see the information relevant to their daily work. Besides the department channels, there is a Reference channel where departments can share documents for collaboration.

Focus > Business Intelligence

Business Intelligence solutions gather, store, analyze, and provide access to data to help users make better business decisions.

Business Intelligence improve organizations by providing business insight to employees, which leads to better, quicker, and more informed decision making.

Users can easily customize their home page content and layout to fit their specific needs. Home page content can include patient schedules, email, time keeping system, hospital's newsletter, weather, and commonly accessed reports and channels. Other options are the latest Hospital, medical, and legislative news and online supply ordering and support requests. Users are able to search the portal and quickly find the information they need. Security and permissions protect confidential information.

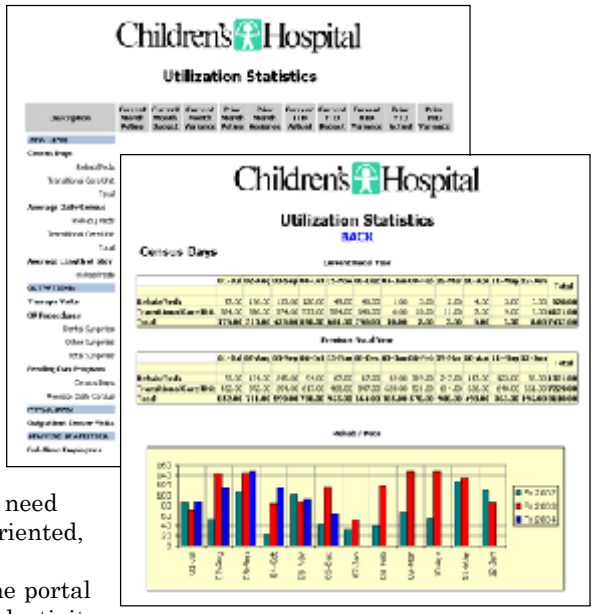
The portal solves content management challenges by providing a way for the people responsible for content with the ability to manage it. This means there is less drain on the hospital's scarce internal IT resources.

The portal has been so successful that Children's Hospital upgraded to Viador's BI-Portal version 7.0 and CXI is adding additional features and functionality.

Improved Information Management

The portal provides a single location for Children's Hospital's staff to access the information they need to successfully accomplish their duties. The action-oriented, BI reports tell the story behind the Hospital's operations. The portal improves access to information, therefore improving productivity and allowing the focus to be on patients' needs.

With effective and efficient technology, Children's Hospital is able to put more resources toward patient care and the Hospital's staff is able to spend more time with its young patients and their families.



These sample reports show utilization statistics and a breakdown of the types of services provided. Users can also see scheduling forecasts, see booking recaps, and drill down for more detailed information.

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