Transforming Business Intelligence Through Real Time Performance Management

- Real time monitoring of key business metrics
- Cost savings through reduction in effort, reduced workload in gathering information
- Customised for specific groups, individuals, and roles
- Maximises service / business agility and responsiveness
- Highly visible graphical displays
- Optimised productivity through highly visible workflow monitoring
- User definable turnaround time thresholds and KPIs
- Tailored to monitor individual service requirements
- Real time alerts of potential SLA breaches
- Early identification of process bottlenecks and reduction in turnaround times (LEAN)
- User-friendly pathways
- Enhances service analysis and management improving patient care
- Remote access to key information
- Supports multi-site networked pathology services
- Drill down through pre-determined pathways
- Enhanced service analysis and management improving patient care

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Transforming Business Intelligence Through Real Time Performance Management

In a busy 24 hour pathology service running across multiple sites, it is important that the pathology management team and the day to day service operators have a clear overview of the status of their operations. PathManager Dashboards provides a graphical real-time view of key business metrics showing performance against service level agreements and turnaround times as well as a clear status of all the required key performance indicators.

This graphical application ensures an easy to interpret representation of required information which reduces effort and unnecessary resource overheads and allows for proactive monitoring and alerting of potential issues.

Tailored to Provide Views and Displays for Specific Monitoring Requirements

Numerous customised views, displays and widgets have been developed to support the various individual groups within your organisation. CliniSys is acutely aware that a single view of a single subset of key performance indicators is insufficient and can therefore offer a wide range of Dashboards to support managerial and department requirements. A comprehensive library of pre-defined dashboards and widgets based upon user roles is available, thus delivering a focused view of actionable information for everyone. Additional dashboards and widgets can be purchased and modified at anytime to represent and monitor the Trust’s or department’s specific KPIs.

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Capacity and Resource Planning

Actively and continually displaying up to date key information, PathManager Dashboards can be used to improve decisions and supports users to optimise both processes and work proactively. By translating service strategy into clear visualised metrics, process bottlenecks can be rapidly identified and tackled before the service is impacted. Similarly, this real-time monitoring can also aid in workflow streamlining and identifying service efficiencies (LEAN).

Future business growth strategies can be prototyped and potential impacts on service can be ascertained to ensure that all necessary resources are available. Business and service managers are able to leverage the information to increase corporate agility, optimise performance and achieve their strategic objectives.

Turnaround times can be reduced through the real-time visibility of information.

Data Visualisation

The initial PathManager Dashboard view is normally a graphical representation of specific business metrics. The user is able to easily drill down from this view, through predefined pathways, to access more detailed data analysis. This, combined with real-time alerts for key information, enables customers to view and take action on Key Performance Indicators rapidly and efficiently. Turnaround times can be reduced through the real-time visibility of information and productivity can be optimised through workflow monitoring, remote and mobile access to key information.

Example Blood Transfusion turn around time Dashboard highlighting key thresholds in a Red, Amber, Green real-time display

Technical Specifications

PathManager Dashboards work in conjunction with the existing PathManager platform, v2.2 and above. Developed as a Web based application it therefore negates the need for any client software installation.

The existing PathManager hardware platform can be used to deploy and operate PathManager Dashboards and CliniSys will carry out a review of hardware to ascertain suitability. In some cases additional RAM may be required.

It is recommended that any PC used to access and display the real time dashboards should be running IIS6 or IIS7 with IIS6 compatibility (+ASP) and have Flash installed as part of the browser instal.

CliniSys provides all the necessary implementation services required to install and configure the required dashboards and widgets. A consultative approach is employed to ensure that the required areas of service monitoring and management are fully met.

Enhanced Service Analysis and Management

Intuitive and easy to use, PathManager Dashboards provides visually easy to interpret presentations of user defined information. This allows customers to view and take action on KPIs quickly leading to reduced turnaround times through real time visibility of information. Cost savings can be realised through a reduced workload in gathering key information. Multiple widgets can be combined on a single Dashboard delivering a comprehensive and concise analysis from multiple data sources of information.

CliniSys will work with the customer to meet individual requirements as required, whereby bespoke dashboards will be developed and built from the libraries of pre-defined widgets.