



St. Louis Children's Hospital Leverages Actuate's BIRT Performance Analytics onDemand to Enhance Patient Care and Drive Performance



The SLCH Challenge

Ranked among the top five children's hospitals in the country, St. Louis Children's Hospital (SLCH) is dedicated to providing only the best and most effective care for their young patients.

The healthcare industry is tightening budgets and facing increased government oversight. Prior to Actuate, SLCH had no single source to analyze metrics across finance, patient satisfaction, quality control and employee satisfaction. As it offered a streamlined and consolidated approach, SLCH decided to employ a balanced scorecard as a potential solution.

"We initially developed a balanced scorecard using Excel. However, this static approach did not enable us to drill down and discover the root cause," says Shveta Doshi, Performance Measurement Manager at SLCH. "We also faced customization and efficiency issues since every user had to wade through everyone else's data."

The Actuate Solution

After comparing Actuate to six other performance management solutions, SLCH selected BIRT Performance Analytics onDemand, Software-as-a-Service (the SaaS version of BIRT Performance Analytics) to provide a secure, cloud-based performance management and executive dashboard application for its employees. The hospital selected Actuate based on the following criteria:

- Appealing user interface and navigation
- Drill down by measure and location
- Powerful SaaS web-based solution
- Trending capabilities
- Company reputation
- Strength of customer support model
- Ability to enter commentary directly into the tool

The hospital brought in a focus group of twenty potential users to help it decide on a solution. The focus group voted for Actuate based on its appealing user interface and intuitive navigation model.

BIRT Performance Analytics onDemand is used throughout the hospital in over 150 cost centers. SLCH has over 200 measures in Actuate that cover patient satisfaction,

- > **BUSINESS PROFILE**
Nonprofit children's hospital
- > **LOCATION**
St. Louis, Missouri
- > **CHALLENGE**
 - Enhance accessibility to performance metrics
 - Provide executives with a single source for key operational data
 - Deliver a consolidated balanced scorecard on hospital performance
- > **SOLUTION**
Leverage BIRT Performance Analytics onDemand Software-as-a-Service (SaaS) scorecard for performance management
- > **BENEFITS**
 - Manage healthcare costs for greater accountability
 - Maintain superior level of patient care
 - Ensure compliance with healthcare regulations and audits



financial indicators and quality assurance. Actuate is also used in performance evaluations, enabling management with tangible metrics and insight into employee performance.

The user community includes managers, directors, vice presidents, financial analysts and nurses. The nurses on the hospital floor enter data about the patient admissions, including communication of critical test results, observance of proper hand hygiene protocols, and audits of emergency crash carts. Every user has a customized home page and can drill down to BIRT Performance Analytics onDemand books, reports and scorecards. Users have access to critical information when they need it – whether all the measures they own or just those performing below target.

BIRT Performance Analytics onDemand serves as a primary metrics standard for SLCH management. Executives can see the consolidated view with divisions rolled up into an executive dashboard that highlights which areas and divisions are not meeting performance objectives. From this interface, they can drill down to find the drivers behind the performance issues.

SLCH leveraged Actuate Professional Services and Performance Architects to ensure the successful implementation and rollout of its performance management initiative and deploy a functional scorecard solution in a short time frame.

Benefits of Actuate

Manage healthcare costs for greater accountability

Actuate plays a key part in managing costs by enabling SLCH managers to monitor and measure productivity and costs throughout the hospital. Any measure that is not meeting its financial target is highlighted in red and immediately brought to a manager's attention, helping foster greater accountability. SLCH leverages multiple targets to keep an eye on healthcare costs, including cost and labor hours per unit of

service.

Managers benefit from the ease of use and interactivity of BIRT Performance Analytics onDemand to compare key financial and quality metrics in multiple ways: year-to-year, month-to-month and by department or area. The ease of use and interactivity of BIRT Performance Analytics onDemand provides a unique, customized user experience that enables them to clearly and easily see information relevant to their needs.

Maintain superior level of patient care

Managers now have a central location to find information about patient satisfaction, as well as finance, quality management and other cross-departmental data. SLCH management views the patient experience across multiple factors such as patient satisfaction, quality management and patient safety to determine how to enhance and optimize the patient's visit.

Actuate's performance scorecard gives managers insight into quality drivers and provides the ability to drill down to identify where gains can be made. They can then capture and record their findings by entering commentary directly into the screen.

Ensure regulatory compliance

The hospital is utilizing Actuate to track over 50% of its audit and regulatory compliance measures. Actuate has also aided the audit process, putting all the data in one location, and allowing immediate data entry directly into the user interface. The output is much better and more efficient as well, enabling easy-to-produce summary and trend charts with color-coded performance indicators for instant recognition of areas needing attention. Hospital managers and auditors are now able to spend more time on analysis, and less on data preparation.



The SLCH Future

SLCH plans to expand its use of Actuate to improve patient service and accountability throughout the hospital, including leveraging BIRT to help capture transactional data and expand its analytical capabilities.

About St. Louis Children's Hospital

Founded in 1879, St. Louis Children's Hospital is one of the premier children's hospitals in the United States. It serves not just the children of St. Louis, but children across the world. The hospital provides a full range of pediatric services to the St. Louis metropolitan area and a primary service region covering six states. As the pediatric teaching hospital for Washington University School of Medicine, St. Louis Children's Hospital offers nationally recognized programs for physician training and research. SLCH is a not-for-profit hospital with over 3,000 employees and is also a part of the BJC HealthCare system with over 26,000 employees and 13 hospitals.

About BIRT Performance Analytics

BIRT Performance Analytics delivers business user driven discovery, analysis, and performance improvement at all levels in an organization on a single platform. Powered by ActuateOne and available both on-premise and in the cloud, Actuate BIRT Performance Analytics provides interactive dashboards, in-memory analytics, and scorecards delivering rapid time to value from business discovery to decision. For more information, visit the company's web site at www.BIRTPerformanceAnalytics.com.