Healthcare Logic

Next-generation hospital data analytics for clinical engagement and sustainable performance improvement.

AN INTRODUCTION TO SystemView

Healthcare Logic™ develops hospital performance improvement software that automates capacity and demand analysis. Our algorithms are designed to help clinical and managerial leaders improve relationships and optimise care processes through high-frequency, patient and doctor-level, web-based analytics.

Our flagship platform - SystemView - provides a powerful web interface to foster collaboration, empower teams, and maximise capacity utilisation.

SystemView offers an outstanding user experience. We understand the significant jump forward possible for hospital performance using automated and high frequency data. For this reason we designed an intuitive, beautiful and sophisticated platform to provide health service professionals with a modern tool they can enjoy using daily.

Clinical systems are represented as visual reports (graphs and charts) within SystemView to identify challenges at source: relating to either resources, process or behaviour. High-frequency data feeds with short time-lags turn pre-existing data into meaningful knowledge, capable of guiding clear actions for clinical and executive teams to drive improvement and productivity gains.

While quantification is fundamental to quality, in the end it's relationships that will deliver true change. SystemView provides close to real-time disaggregated data that directly impacts both clinicians and executives. By working through the identified issues in a data-led conversation, relationships are enhanced and behaviours change which results in sustainable improvements in clinical team and hospital performance.

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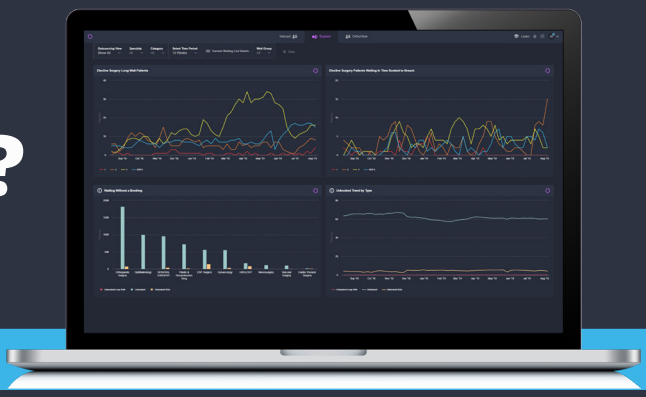
Why SystemView?



Simple navigation
From whole of hospital to patient-level actionable insights within six clicks or less.

Easy access
Launch SystemView from your desktop or browser. It's online so won't consume any hard drive space.

Configurable improvements
Set personalised performance improvement trajectories within charts and have them stored for next time you log on.

Automated exports
Automatically create PowerPoint slides and export data to PNG, XLS and CSV formats.

Personalised & enterprise features

Active monitoring
Configure push notifications to ensure improvement trajectories are on track or alert you if attention is required.

Controlled permission
Password protected access in managed by each hospital. Everyone uses their current username and password.

Collaboration
Share and collaborate with colleagues via discussion boards in any chart, graph or project.

Customisable watch lists
Add charts of interest to your personalised homepage.

Supported success
Our Customer Success team will help you reach your goals using data in the most efficient way.

Powerful results & insights

- Visibility of all relevant patient and clinical team level data associated with hospital goals relating to Outpatients, Surgery, Emergency Department, and Beds.
- Automated demand and capacity analysis of all key performance domains to support the appropriate allocation of resources.
- Transparency of Emergency Department and inpatient flow at five minute refresh rates.
- Insights into business process efficiency, highlighting areas where the greatest productivity gains can be made.
- Greater transparency over data quality by automating feedback with no time lags.
- Reduce the need for external consultancy for service improvement strategies.
- Provides detailed analysis of demand, activity and capacity with forecasting capabilities to enable production planning at site, regional and national level.

Leading architecture

- **Low risk implementation:** Our proprietary technology can interface with and automate data flows alongside any legacy hospital system.
- **Proven effective and stable:** Our algorithms are already running successfully in over 90 public hospitals.
- **Designed by healthcare professionals:** Our team has decades of experience in performance improvement.
- **Ongoing support:** Healthcare Logic™ manages end-to-end implementation and support.

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Outpatients Domain

In-depth analysis of waiting lists, daily patient list, referral management, outpatient demand and activity, wait times, future clinic booking, reviews and clinic effectiveness.

Improved site and system performance	Improved patient experience	Improved patient care	Automation of administrative processes
• Improved data quality. • Increased OPD capacity through: - Increased productive activity. - Reduction in FTAs. - Reduction in cancellations. - Improved new to review mix. - Improved discharge to general practice and family medicine practioners.	• Monitoring time to be seen for proactive management. • Optimising new and review appointments.	• Manage total volume of patients waiting longer than clinically recommended. • Manage waiting times. • Improved management of internal referrals.	• Reduced administrative error. • Improved performance reporting.

Scan for Outpatients overview demo

Surgery Domain

Includes the current emergency list, daily elective surgery waiting lists, surgical demand and capacity analysis, theatre planning, theatre effectiveness, activity trends, chronological management and treated in time activity metrics.

Improved site and system performance	Improved patient experience	Improved patient care	Automation of administrative processes
• Improved data quality. • Increased theatre capacity through: - Increase in theatre utilisation. - Reduction in DoS cancellations. - Reduction in late starts. - Reduction in overruns (and subsequent overspend). • Enables production planning using a system-wide approach to data.	• Manage waiting time from OPD appointment until surgery. • Manage waiting time for emergency surgery.	• Manage total volume of patients waiting longer than clinically recommended.	• Improved waiting list auditing. • Reduced administrative error. • Improved performance reporting. • Improved cancellation management.

Scan for Surgery overview demo

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Beds Domain

Provides a real time view of inpatient occupancy, inpatient analysis on ward discharge trends, scheduled demand, complex patients, risk of hospitalisation, length of stay trends, ward dynamics, inpatient flow monitor, bed capacity monitor and ward demand.

Improved site and system performance	Improved patient experience	Improved patient care	Automation of administrative processes
• Increase in discharges before 10am. • Monitoring and improving average length of stay for medical and surgical patients.	• Improved patient flow through the hospital system. • Improved clinical outcome / reduction in hospital acquired complications.	• Central transparency of patients with complex discharge plans. • Collaboration between multiple teams using the complex patient register. • Lower rehospitalisation rates.	• Simplified bed allocation processes. • Improved discharge planning. • Improved performance reporting. • Improved surgery cancellation management.

Scan for Beds overview demo

Emergency Department Domain

Provides live patient off stretcher times, national emergency access targets, live emergency department data, patient flow, trends, length of stay and bed capacity and treating clinician data.

Improved site and system performance	Improved patient experience	Improved patient care	Automation of administrative processes
• Improved patient off stretcher times. • Monitor / improve ambulance patient handover time. • Monitoring clinical care pathways.	• Shorter length of stay. • Managing flow in the Emergency Department. • Improved patient satisfaction.	• Shorter length of stay in the Emergency Department. • Improved adherence to time based clinical guidelines.	• Simplified bed allocation processes. • Improved performance reporting.

Scan for ED overview demo

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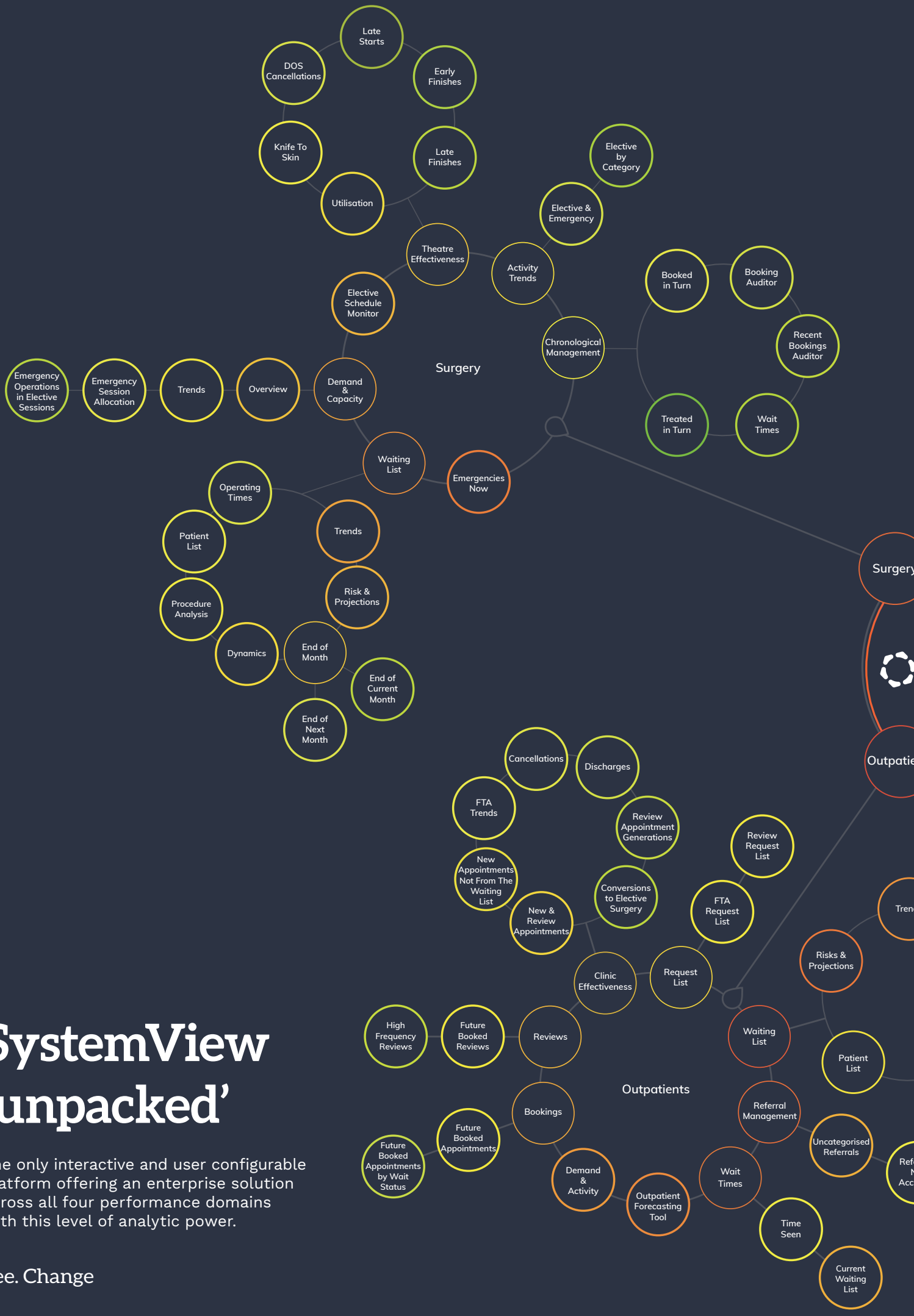
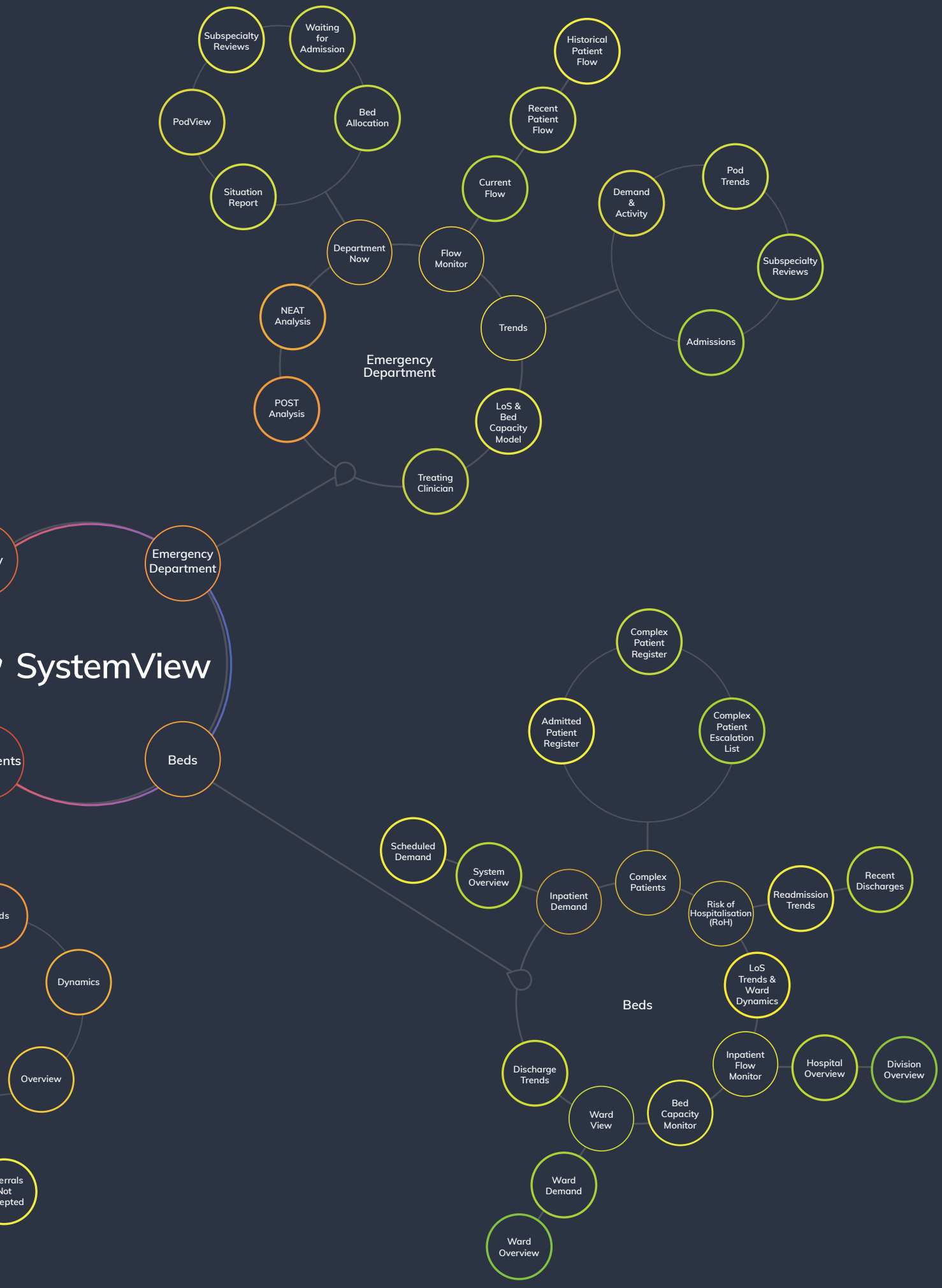


SystemView ‘unpacked’

The only interactive and user configurable platform offering an enterprise solution across all four performance domains with this level of analytic power.

See. Change


Subspecialty Reviews
Waiting for Admission
PodView
Bed Allocation
Situation Report
Historical Patient Flow
Recent Patient Flow
Current Flow
Department Now
Flow Monitor
NEAT Analysis
Trends
POST Analysis
LoS & Bed Capacity Model
Treating Clinician
Demand & Activity
Pod Trends
Subspecialty Reviews
Admissions
Emergency Department
Emergency Department
SystemView
Beds
Complex Patient Register
Admitted Patient Register
Complex Patient Escalation List
Scheduled Demand
System Overview
Inpatient Demand
Complex Patients
Risk of Hospitalisation (RoH)
Readmission Trends
Recent Discharges
LoS Trends & Ward Dynamics
Beds
Inpatient Flow Monitor
Hospital Overview
Division Overview
Discharge Trends
Ward View
Bed Capacity Monitor
Ward Demand
Ward Overview
Dynamics
Overview

JurisdictionView

JurisdictionView enables oversight of performance trends and risk identification through comparisons, trends and key analyses. You can see live data across your different hospitals and drill down to either detailed analyses or patient level data. This includes a view of jurisdiction trends across theatre utilisation and individual sessions, surgical and outpatient waitlists, inpatient bed flow, emergency department activity, ICU capacity and demand data.

How SystemView works

Data Security
Designed to be fully compliant with all international privacy, confidentiality & cybersecurity requirements.

Minimum Data Specification
Fields from pre-existing source systems (names, descriptions, format and frequency) populate SystemView.

Mapping
Our proprietary mapping system ensures Outpatient, Surgery, ED, and Beds data is relevant to clinical teams.

Automation
The platform uses automated daily, hourly, and five minute feeds to deliver its near real-time system states.

User Acceptance Testing
A checklist is supplied with test cases to validate all platform functionality and data accuracy.

Data Flow Quality Monitor
SystemView contains its own automation to test data flows for recency and completeness.

User Access
Nominated users access SystemView via a desktop icon using their current hospital username and password.

Powerful Analysis
We use the latest features of SQL16 (including its embedded R) to drive our visualisations and predictions.

Beautiful Interface
Our purpose-built web interface makes hospital analytics easy, intuitive and joyous.

Deployment & implementation

Healthcare Logic works closely with your site for seamless integration into your hospital workflows. A dedicated team will be assigned to your implementation and will lead the roll out of SystemView or JurisdictionView within your organisation.

SystemView Users

Your approved user list is loaded into SystemView prior to the release date, ensuring that only fully authorised users have access.

Go-Live

Occurs only when User Acceptance Testing is completed and approved.

Support

As installation commences you will receive a dedicated email address for support to answer questions and circumvent delays.

Strategy Sessions

Healthcare Logic runs sustainable performance improvement workshops for executives, clinical leaders and heads of departments to help achieve performance improvement.

Installation

We agree a project management plan with every hospital to guide the process. A shared, visual planning approach keeps accountabilities clear.

Activation

Internal communication is issued to users to advise that SystemView is live.

Maximise Utilisation

Delegated staff will be offered training and one-to-one onboarding. Healthcare Logic also delivers tailored training packages according to each hospital's requirement.

Ongoing Relationship

We only exist to help hospitals work better. Your ongoing feedback remains essential, and we will stay close to understand where we can do better.

Healthcare Logic and SystemView QR Quick links

Healthcare Logic Website
www.healthcarelogic.com

Healthcare Logic LinkedIn

Email Healthcare Logic
info@healthcarelogic.com

YouTube

@AskSystemView Twitter

@AskSystemView Instagram

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What SystemView end users have to say...

Chief Executive Officer

"It's valuable operationally in how we link the different features of the hospital to ensure we get flow. It's valuable in business cases and planning so we know what we are trying to do by when. It's valuable in performance monitoring - we can see instantly, in real time, how we are doing on emergency department right through to elective waiting list. It helps bring about a culture of improvement which starts with what you measure."

Chief Operating Officer

"It enables us to have conversations that are far more targeted with clinicians - more dynamic data, more timely information, and see if your strategy is giving you an improvement or not."

Executive Director Diagnostics & Sub-Specialty Services

"I'm very impressed with SystemView and the ability to get timely and accurate data to look at both the work level and also the individual clinician level. We can monitor, we can review and also set up projects. We can see what we are doing well. There's no limitations on who or the skill of the user to play with it, its a very easy."

Clinical Director - Surgical Specialties

" Shows clinical system performance data in a way that I have not seen elsewhere. As I become familiar with it, I am able to get a good feel for how a unit is performing. It also enables me to keep tabs on trending performance."

"The most user friendly computer platform in the organisation. Simple , functional and efficient. All the information a director needs at one's fingertips. No more withholding of information from the clinical staff."

Executive Director, Women's, Newborn & Children's Services

"SystemView allows us to make more informed and faster decisions in delivering our health services.
The system is significantly more advanced than most systems I've seen."

Clinical Director - Surgical, Anaesthetics & Procedural Services

"On one screen I can see the risk of people waiting for booking and analyse the conversion rates for the different specialties. Fast, hard data, that is live, enables us to be very agile in allocating the resources where they are needed."

"Seeing the patient journey from a referral to Outpatients all the way through, being able to use all that information and project risk is really important to the clinicians to know they are providing the right care in the right time frame."

Assistant Director of Nursing

"We are now able to respond in a proactive manner to surges in capacity and demand on our service.

It has changed the way we work. With near real time data across every area of the hospital, we are now able to discuss flow, efficiencies, and how we provide patient care like we've never done before."

Service Director, General Surgery and Gastroenterology

"Having been in healthcare now for over 30 years and having worked with very archaic systems, I feel I have jumped into the future. I work much closer with my teams and am much more responsive and accountable.
Now we have innovation in our hands. It's accurate, it's intuitive, it's easy to access, it looks fantastic."

Service Coordinators

"Provides me with the information regarding referrals I need to follow up. No more lost referrals :)"

"SystemView is able to integrate data from several systems into an organised structure that is user friendly.
SystemView is awesome!"

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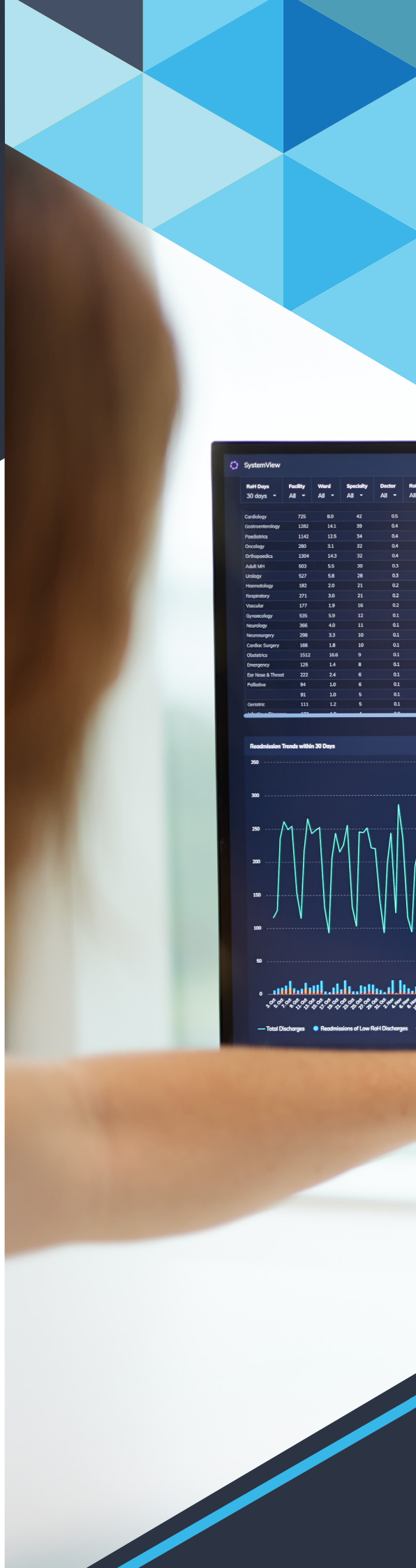

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