

PICIS TRANSFORMS HEALTHCARE PROCESSES WITH BUSINESS INTELLIGENCE FROM BUSINESS OBJECTS

"There's so much information in these complex care environments that a visualization tool like Xcelsius[®] really helps business users and clinicians to quickly grasp the big picture."

Marianne Slight, Senior Director for Analytics and Decision Support Solutions, Picis



Industry
Healthcare

Business Process
Operations,
financial

Challenge
Help ensure quality of patient care, track patient throughput, and optimize resource utilization.

Why Business Objects?
Market leadership and expertise in business intelligence and visualization helps drive value for Picis applications.

Business Objects Products and Services
BusinessObjects[™] XI Release 2

BusinessObjects Enterprise

BusinessObjects Web Intelligence[®]

Crystal Reports[®]

Xcelsius[®]

CHALLENGE

Picis information solutions help more than 1,700 hospitals worldwide automate documentation and workflow for acute patient care. The company's integrated products and services focus on delivering workflow documentation and decision-support and analysis software that help enhance patient care while providing clinical, financial, and operational results in acute care areas – emergency departments (EDs), operating rooms (ORs), post-anesthesia care units (PACUs), and intensive care units (ICUs).

Marianne Slight, senior director for analytics and decision support solutions at Wakefield, Massachusetts-based Picis, offers perspective about what it's like to work in an acute care facility. "High-acuity care workers are under constant pressure to improve patient throughput," she says. "There is always a backlog in the ED, they're juggling cases in the surgical departments, trying to free up beds in the ICUs, and then there are the emergency cases that come in through the night – so throughput and efficiency are huge issues for these departments, along with good, consistent quality of care."

Managing costs is another pressure point. Slight explains that from the hospital perspective, the most resources are consumed during surgical procedures, when expensive items like implants are used, and a surgical minute runs upward from \$200 – excluding supplies. "These departments are the ones where the care is most complex, expensive, and risky," she says. "When you translate those resources into bills that go out to the patients, they provide the most revenue to the hospital."

With the need to manage costs, optimize resources, and help deliver quality care, Picis customers require timely insight to key performance indicators (KPIs) as well as clinical and operational processes. In developing the Picis CareSuite[®] family of products – comprising best practice applications for automating and documenting the business and clinical processes in acute care departments – Picis drew on business intelligence (BI) reporting and analysis technology from Business Objects, an SAP company.

APPROACH

BusinessObjects[™] XI Release 2 solutions give Picis the BI foundation it needs to deliver easy-to-use reporting and analysis of the data collected by Picis applications that capture the workflow in each of a hospital's high-acuity departments. "BusinessObjects software is the technology backbone for the Extelligence[®] product line and our operational dashboards, which are part of our CareSuite family of high-acuity solutions," says Slight. "We also use Crystal Reports[®] as the backbone for some of our operational reporting."

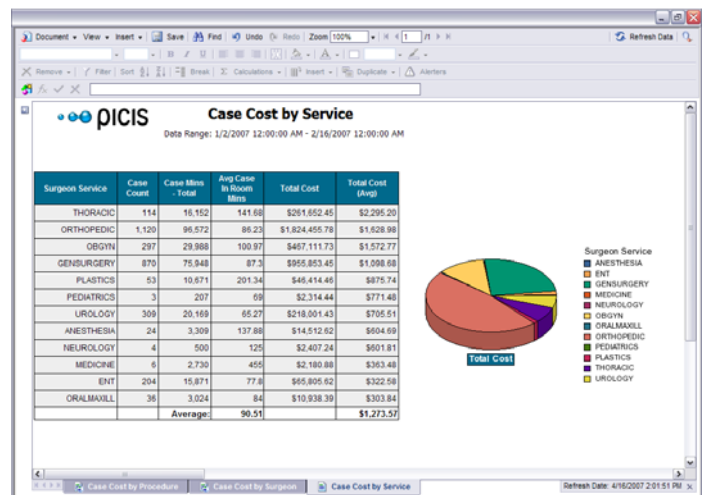


Figure 1: Sample Picis Extelligence Report

To optimize analysis and reporting, Picis extracts data from transactional systems into Extelligence data marts – Extelligence OR, Extelligence Anesthesia, and Extelligence Critical Care. Each data mart incorporates a Business Objects universe that report consumers – nurses, physicians, and administrators – can tailor to support their own requirements. A library of reports created with BusinessObjects Web Intelligence® software serves as a starting point for ad hoc reporting and analysis. “BusinessObjects Enterprise software and BusinessObjects Web Intelligence provide the metadata layer to organize the data in such a way that clinical users can easily understand,” explains Slight. “One of the things that clinicians and department managers find so useful about BusinessObjects Web Intelligence is the ability to create their own reports. The universe is such a useful way of organizing the data, and we’ve organized it so clinicians can understand it.”

Francesc Puigdelloses, director of application development at Picis, adds that installing BusinessObjects with Extelligence is a fast, intuitive process. “We are very satisfied with the quality of the BusinessObjects implementation tools,” he says.

The Extelligence products support retrospective management reporting and analysis, delivering both business and clinical information to department managers and executives, who can evaluate efficiency throughout the departments. For example, Extelligence OR enables directors to review block utilization – a measure of scheduling efficiency – to see how the blocks of time allotted to surgeons are being used. Extelligence is also used for medication reconciliation, analyzing case volumes, throughput, and quality issues, tracking implants, admissions, critical care statistics, documentation compliance, and billing readiness, and assessing the wisdom of capital expenditures. “Our products help dispel myth and rumor,” says Slight. “By providing insight into clinical and operational activities, our directors and staff can make decisions based on fact rather than instinct.”

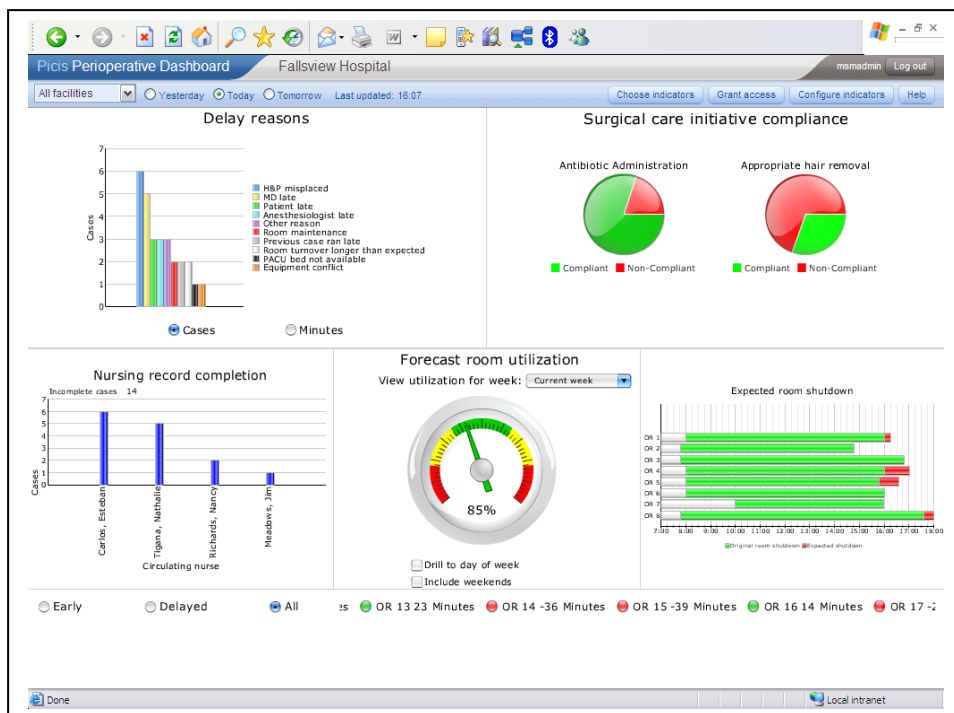


Figure 2: Sample Picis Perioperative Dashboard

Another Picis product is the Picis Perioperative Dashboard, which incorporates Xcelsius® software, arming clinicians and administrators with timely information to help increase the efficiency of patient care before, during, and after surgery. The operational dashboard enables real-time business activity monitoring of key indicators including throughput, quality, documentation completeness, and billing readiness. “There’s so much information in these complex care environments that a visualization tool like Xcelsius really helps business users

and clinicians to quickly grasp the big picture,” says Slight. Dashboards often are displayed on workstations, PCs, and on a big screen that enables all the staff in surgery and anesthesia to see what’s going on. “Just walking by they can see what the problems are, the repercussions of those problems, and what they can do about them,” says Slight. “Hospitals find that when they display the dashboards, nurses and other staff can see at a glance where they’re needed, and can actively help mitigate delays.”

RESULTS

Business Objects technology has helped Picis transform the way many of its customers work, taking them from paper-driven environments to automated systems. But there is still work to do, according to Slight. “If you walk into a hospital, your chance of somebody writing up your case on paper versus a computer is about fifty-fifty,” she says. “That’s an incredible statistic; we still have quite a lot of education around the value of BI and the opportunities for BI and what it can give a department.” Today, fortified by Business Objects technology, Picis customers are already tapping those opportunities.

For example, delays happen, but when they happen on the first surgical case of the day, the whole surgical schedule is thrown off – resulting in costly waits. With Business Objects technology, Picis has been able to mitigate first-case delays, with impressive results. At Lahey Clinic, a 358-bed medical center in Massachusetts with 29 ORs, on-time starts for the first case of the day ran at about 50% – which meant that at least half the time, the surgical schedule was behind before the day even started. “One of the great things that Xcelsius has allowed us to do is develop dashboards very quickly,” says Slight. “After implementing Picis Perioperative Dashboard and three small process improvements, in the first month Lahey Clinic’s first case on-time starts went up to 80% to 85%, and they’ve continued to see numbers above that level. That’s a phenomenal improvement – and it translates into real savings.”

“Business Objects is positioned as the leader in the BI market, and that is definitely a competitive advantage for us,” concludes Puigdellòs. “A key benefit of working as an OEM partner with Business Objects is they’ve made it easy for us to create and build innovative BI products that leverage their strengths and our strengths. We can remain focused on our distinctive competence, which is delivering good out-of-the-box content for high-acuity departments.”

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