

case study

General Hospital, a large urban healthcare facility, was struggling with long wait times, inefficient resource allocation, and declining patient satisfaction. To address these issues, the hospital decided to implement a comprehensive dashboard system.

Faster, Smarter Healthcare: 30% Shorter Wait Times



Solutions

General Hospital implemented the integrated dashboard system with modules for Inpatient, Outpatient, and Pharmacy management.

Key features included:

- Real-time bed availability tracking
- Wait time monitoring for both inpatient and outpatient services
- Resource utilization metrics (ICU vs. Non-ICU, doctor performance)
- Financial performance indicators



Implementation

The IT team integrated data from various hospital systems into the centralized dashboard.

- Staff received training on dashboard usage and interpretation.
- Department heads were tasked with regular review and action planning based on dashboard insights.
- A continuous improvement process was established to refine dashboard metrics and visualizations.



Results

After six months of using the new dashboard system, General Hospital saw significant improvements:

- **Reduced Wait Times:** Average wait times decreased by 30% for inpatient and outpatient services.
- **Improved Bed Utilization:** Bed occupancy rates optimized to 85%, reducing over- and under-utilization.
- **Enhanced Resource Allocation:** Staff scheduling improved, leading to a 20% reduction in overtime costs.
- **Financial Performance:** Identified and promoted top-earning departments, resulting in a 15% increase in overall revenue.
- **Patient Satisfaction:** Patient satisfaction scores improved by 25% due to reduced wait times and more efficient service.