North York General Hospital

A Canadian community hospital is using real-time analytics to improve patient outcomes and develop a deeper understanding of the operational factors driving its business
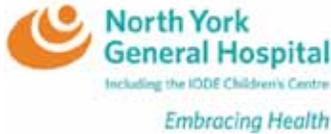
Toronto, Ontario
www.nygh.on.ca

"We needed to have a structure that enables us to understand, learn from our actions, and identify areas for performance improvement quickly and easily."

— Janak Jass,
vice-president of strategy
and organization performance,
North York General Hospital

Founded in 1968, North York General Hospital is a 450-bed community teaching hospital in Canada. The hospital organization encompasses three primary facilities and serves patients in Toronto and southern York, as well as all of south central Ontario, through its regional programs. The staff is comprised of 5,000 staff, physicians and volunteers.

The Opportunity

North York General Hospital wanted to improve decision making related to both patient care and business performance, but it was hampered by an inability to collect and analyze in real time the immense amounts of data the hospital collected. Recognizing that better business intelligence would be key to successful performance, management sought a solution that would provide the analytical tools necessary to make better decisions at the operational, strategic and governance levels, and one that would be scalable to meet expanded requirements over time.

What Makes It Smarter

Soaring costs and the rapid emergence of new treatment options make finding creative ways to improve patient outcomes and operational efficiencies an imperative for healthcare providers. North York General Hospital implemented a scalable, business analytics solution that provides a unified picture of the hospital's operations from a clinical, administrative and financial perspective in real time. By collecting, consolidating and analyzing data from more than 50 diverse collection points dispersed among a dozen internal systems across the hospital's three sites, administrators can discover, track and assess trends—such as an increase in the average length of time patients are waiting in the emergency room or a change in hospital bed utilization rates—and then

What if you could track a hospital's business performance—and patient progress—in real time?

Solution Components

- IBM® InfoSphere® Clinical Analytics
- IBM InfoSphere Warehouse V9.5
- IBM Cognos® Business Intelligence V8.3
- IBM Health Integration Framework
- IBM System x®
- IBM SWG Lab Services
- IBM Business Partner Convergence CT
- IBM Business Partner NewComp

make operational adjustments to address them. These insights enable directors, managers and supervisors to make faster and smarter decisions that ultimately improve both patient care and business results.

Real Business Results

- Improved operational efficiencies by identifying undesirable trends early—such as a rise in the rate of underutilized hospital beds—and taking steps to mitigate or reverse any adverse impact on patients or margins
- Provided doctors with analytics-driven insights that helped improve the hospital's ability to deliver better patient outcomes
- Enabled a highly granular, unit-by-unit analysis of business performance
- Provided the foundation for a 360-degree view of every patient's clinical treatment patterns and outcomes

For more information

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To learn more about North York General Hospital visit: www.nygh.on.ca