



Management Reporting at HuaiRou Hospital

The company

In 1956, HuaiRou Hospital 怀柔医院 was established in China's HuaiRou district. The hospital has 62 departments, 928 staff members, 600 beds and more than 15,000 inpatients yearly. It is mainly responsible for medical care, emergency first aid, research and teaching tasks in its district and surrounding areas. In 1999, the hospital became a "Beijing medical college qualified clinical teaching hospital". HuaiRou's doctors and researchers publish more than 60 papers annually in journals.

The hospital is referred to underhas several titles: under its belt - "Beijing Family Planning Advanced Collective", "Beijing Advanced Collective fight against SARS", "Infectious Diseases Advanced Unit", and "District Consumer Trust Units", etc. In facing new opportunities and challenges, hospital staff adheres strongly to the spirit of "unity, love, refinement, innovation" for continuous improvement of quality medical care.

The challenge

In 2011, HuaiRou Hospital commenced the search for a professional management reporting tool to systematically record and analyze hospital-wide operations and performance.

The previous method of using Excel spreadsheets and SQL query have become rather inefficient in managing data growth and multiple consolidations from various departments.

"BOARD has helped us, to the greatest extent possible, to integrate all data sources, thereby solving our reporting needs quickly and effectively. Moreover, it's user-friendly interface immensely increased the efficiency of our daily work."

Wang Xiaowei
Finance Department
HuaiRou Hospital

WTogether with the help of a BOARDour partner, ShenYang Jicheng Electronic Engineering, HuaiRou decided on the BOARD toolkit that is completely programming-free BOARD toolkit. Pitted against other strong China software contenders like the Bluequery and Yellowfin, BOARD's all-in-one properties and unrivalled speed in producing financial reports easily made it a winning choice. Furthermore, the application is manageable by even users without a strong IT foundation.

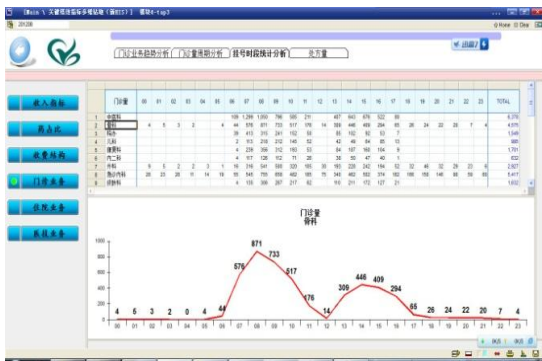
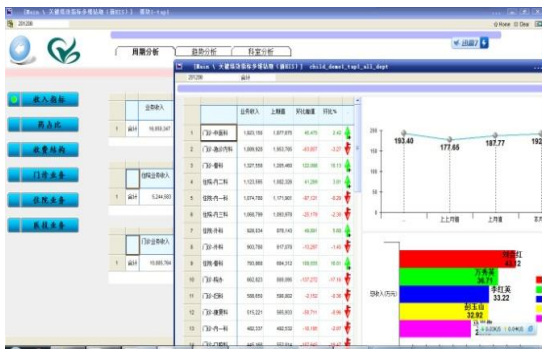
The BOARD solution

In day-to-day hospital proceedings, the operations principal, finance director, senior managers and information director work on the BOARD application for operational and financial support for the growing hospital size. Here is a skeleton of the modules that are implemented thus far:



Management Reporting of key hospital performance indicators

- Total number of daily operations
- Average medical expenses for inpatients
- Average cost of each patient
- Total number of outpatients for emergency departments
- Total medical revenue
- Total daily visits of outpatients
- Length of stays of inpatients
- Number of operations per month
- Ratio of medicines for outpatients
- Daily income of each doctor in inpatient and outpatient departments



For HuaiRou, time-consuming Excel spreadsheets and other manual reports are history.

After BOARD's retrieval of hospital data from both text files and Microsoft SQL Database, users began the process to conscientiously update new information into the system. Now, department managers input details such as the cost of each patient per month and day into the portion of the application accessible to them.

They can independently key in data at their own time and space and do not need to take turns or perform overwriting of past data.

Users can easily create new fuss-free reports in the system. The built-in automation easily integrates new reports with the rest of the existing information and processes, with no data loss experienced.

In addition, there is a drill down function that allows for more detailed information to be displayed. Users simply make the selection for a certain criteria such as department, doctor, patient and date etc. to get a clearer indication on figures.

The customer benefit

In a busy and rapidly expanding hospital like HuaiRou, time factors and human lives are inter-related. BOARD's efficiency saves more time and thus allows daily hospital processes to flow smoothly with fewer lesser kinks.

Consolidation of data from different departments has brought HuaiRou a step closer to cross-departmental, integrated management reporting. In the areas of revenue, operations, expenses and patient volume, information is tailored to user types and made available for detailed controlling and efficient planning.

The clear overview of HuaiRou's operations that which BOARD provides has assisted hospital senior management staff in making decisions and drawing out improvement plans for the long run.

Furthermore, retrieving data and generating reports in BOARD follows a series of clear and easy steps which cleverly avoids many possible human errors that were previously experienced when juggling multiple Excel spreadsheets.

Industry
Healthcare
Area of application

Management Reporting of Key Hospital Performance Indicators

Source systems
SQL Query