

Case Study: Eliminating Inefficiencies at Seattle Children's Hospital

Seattle Children's was the seventh highest ranked children's hospital in 2011, according to U.S. News & World Report. For any organization that is committed to saving lives, identifying and removing the inefficiencies from systems and processes so that more resources become available to cater to patient care become very important. At Seattle Children's, management is continuously looking for new ways to improve the quality, safety, and processes from the time a patient is admitted to the time they are discharged. To this end, they spend a lot of time in analysing the data associated with the patient visits.

To quickly turn patient and hospital data into insights, Seattle Children's implemented Tableau Software's business intelligence application. It provides a browser based on easy-to-use analytics to the stakeholders; this makes it intuitive for individuals to create visualizations and to understand what the data has to offer. The data analysts, business managers, and financial analysts as well as clinicians, doctors, and researchers are all using descriptive analytics to solve different problems in a much faster way. They are developing visual systems on their own, resulting in dashboards and scorecards that help in defining the standards, the current performance achieved measured against the standards, and how these systems will grow into the future. Using monthly and daily dashboards, day-to-day decision making at Seattle Children's has improved significantly.

Seattle Children's measures patient wait-times and analyses them with the help of visualizations to discover the root causes and contributing factors for patient waitmg. They found that early delays cascaded during the day. They focused on on-time appointments of patient services as one of the solutions to improving patient overall waiting time and increasing the availability of beds. Seattle Children's saved about \$3 million from the supply chain, and with the help of tools like Tableau, they are finding new ways to increase savings while treating as many patients as possible by making the existing processes more efficient.

Questions for Discussion

1. Who are the users of the tool?
2. What is a dashboard?
3. How does visualization help in decision making?
4. What are the significant results achieved using Tableau?

Source: [Tableausoftware.com](https://tableausoftware.com/eliminating-waste-at-seattlechildrens), "Eliminating Waste at Seattle Children's," tableausoftware.com/eliminating-waste-at-seattlechildrens (accessed February 2021).