

Information Builders enables agile information solutions with business intelligence (BI) and integration technologies. WebFOCUS – the most widely utilized business intelligence platform – connects to any enterprise system or application and enables simple and intuitive interaction with information.

Shanghai Railway Central Hospital

Snapshot

Organization

Shanghai Railway Central Hospital, a healthcare network specializing in medical service, education, and research.

The Challenge

Integrate data from multiple back-office information systems and enable managers throughout the organization to easily create and distribute reports.

The Strategy

Use business intelligence and executive information system technology to create a Costing Analysis System; simplify management decision-making by supplying comprehensive reporting, analysis, and information delivery facilities.

The Results

Managers at all levels of the hospital can access information for monitoring operational efficiency, tracking spending trends, analyzing patient data, and simplifying the exchange of healthcare information.

Information Builders Solution

WebFOCUS, Information Builders' Consulting.



Xinyu Li, partner manager, Asia Pacific; Atlia Lin, director, InfoBuild China; Joe Lui, director of Agent Operations; and Shanghai Railway Central Hospital's Qiang Ye, deputy director; Ping Li, IT director; and Cosy Zeng, account manager.

Therapy for Information Overload

Shanghai Railway Central Hospital Simplifies Management Reporting With New BI Framework

Business intelligence (BI) technology is critical to healthcare providers – not only to ensure high-quality patient services, but also to keep a handle on administrative and clinical costs. Hospitals and other healthcare providers need to turn data into vital information for monitoring operational efficiency, tracking spending trends, analyzing patient data, and simplifying the exchange of healthcare information among patients, payers, and providers.

To solve these challenges, business leaders at Shanghai Railway Central Hospital used technology from Information Builders to create the Costing Analysis System, a powerful decision-support environment that assists with many types of reporting. They selected Information Builders' WebFOCUS for the job due to its comprehensive business intelligence capabilities, broad data access technology, and cost-effective deployment architecture.

“Information Builders committed its support to building a world-class decision support platform, as well as to promoting the experience worldwide.”

“The Costing Analysis System is a flexible information platform that helps leaders at all levels of the hospital to strengthen their management skills, boost efficiency, and improve decision-making,” says Qiang Ye, the deputy director of the hospital.

As a pioneer in intelligent healthcare management, Shanghai Railway Central Hospital is committed to creating innovative information systems. Founded in 1910, the organization has been at the forefront of medical technology and research for nearly 100 years. Today, the hospital is a Class A Level 3 organization specializing in medical service, education, and research. It includes 55 special medical sections and more than 80 expert outpatient sections.

Shanghai Railway Central Hospital’s BI project is part of a larger effort to adopt advanced international management systems and methodologies. Software developers at the hospital worked with consultants from Solomon Solution Services of China to create the system. Information Builders provided direction regarding the initial deployment, ongoing maintenance and expansion of the executive information system (EIS) framework, and the hospital’s overall IT roadmap and strategy. “Information Builders committed its support to building a world-class decision support platform, as well as to promoting the experience worldwide,” Qiang says.

Collectively, the implementation team brought years of expertise in information-management systems to the problem. WebFOCUS allowed them to create an information management environment characterized by broad data access, enterprise-scale reporting, ad hoc queries, and real-time information delivery.

Quality Care for Hospital Administrators

Today, WebFOCUS is used to deliver information in a variety of ways to many types of people throughout the hospital’s vast information network. Each night, data is extracted from key operational systems and loaded into a data repository designed for reporting and analysis.

On the front-end, there are two major parts to the Costing Analysis System. The first one is the EIS component, which is designed to help senior managers in finance, quality control, insurance, research, and customer support to stay abreast of changes in the business. It includes extensive drill-down capabilities for sorting and summarizing information, which makes it easy for users to analyze, present, and deliver information to those who need it. For example, finance and budget professionals can analyze costs, review income statements, and scrutinize revenue reports.

The second component of the system is an ad hoc BI environment designed for experienced users with advanced medical and business degrees. These professionals commonly generate management reports to study performance for various parts of the hospital. This parameter-driven reporting environment allows novice users to easily generate standard reports, while power users can create customized reports. Embedded data mining technology helps them understand financial performance metrics, with an eye toward reducing costs.

Find Out More

To find out how our solutions can help your company succeed, talk to an Information Builders representative today. Contact your local Information Builders office, visit us at informationbuilders.com, or in the U.S. and Canada, call **(800) 969-4636**.

“Users can extract operational data through their browsers for online query and analysis. With WebFOCUS, they just need a standard Web browser.”

“Our self-service reporting systems automate many types of day-to-day management tasks,” confirms Ping Li, IT director at the hospital. “Both IT professionals and business users throughout the organization can easily obtain information about the operation.”

Broad Deployment With Minimal “Life Support”

To create this advanced, menu-driven reporting environment, the hospital needed an enterprise-scale toolset with powerful reporting and analysis capabilities that was easy to deploy.

WebFOCUS uses a zero-client footprint, with no software other than a standard Web browser required on user devices. Not only does this ensure that hardware and administrative costs are kept to a minimum, but it also reduces training costs, since users don’t need to contend with a unique, client-side software environment. “Users can extract operational data through their browsers for online query and analysis,” says Li. “With WebFOCUS, they just need a standard Web browser.”

The healthcare industry is constantly faced with pressures to cut costs while maintaining or enhancing the quality of care. As Shanghai Railway Central Hospital has proven, with smart information management, both goals are easily within reach. “We are committed to being a pioneer in healthcare management and information infrastructure in China,” concludes Qiang. “Our Costing Analysis System is keeping us on the forefront of innovation in domestic health-care management.”

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