

Paramedic services organization improves decision making to drive high quality care

Overview

Wellington Free Ambulance (WFA) provides free paramedic services for the greater Wellington and Wairarapa regions in New Zealand. The organization uses Qlik Sense to help internal departments - such as operations, fundraising, and HR - combine data from multiple sources, track operational KPIs, and share data-driven insights from one central location. However, visualizations can be difficult for someone without an analytical skill set to interpret, and the WFA data analytics team would spend hours each week writing commentary to explain key takeaways from charts, graphs, and tables. The team sought a way to continue to provide their audiences with in-depth information more efficiently.

The Solution

The data analytics team chose to leverage Narratives for Qlik to turn Qlik Sense visualizations into dynamic narratives. In doing so, other departments receive commentary alongside their reports, such as ambulance response times for the operations team and trends in the effectiveness of fundraising tactics for the business development team. By integrating Intelligent Narratives into the Qlik Sense dashboard and automating analysis, WFA empowers internal employees and external advisors and organizations, such as the Ministry of Health, to instantly capture key information from charts and graphs that lead to improved operations and best-in-class paramedic care. The data analytics team also spends less time writing recurring commentary while providing in-depth insights, in a language that everyone understands, on-demand.



Benefits



Reduce time spent

Summaries on operational trends decreased from hours to minutes



Broaden adoption

Insights are accessible to internal and external viewers



Improve collaboration

Uncover opportunities for better communication across departments

What our clients say



My team used to spend hours per week writing summaries about operational metrics for all our of internal departments. Narratives for Qlik jumpstarts our analysis, freeing up my team's time and empowering all departments to make decisions that drive quality paramedic care.

Gus Feltham,

Senior Data Analyst, Wellington Free Ambulance

About Narrative Science

Narrative Science creates software that writes stories from enterprise data to drive understanding and results. Powered by artificial intelligence, our technology automatically turns data into easy-to-understand reports, transforms statistics into stories, and converts numbers into knowledge.

Narrative Science works with customers including Deloitte, MasterCard, USAA, and members of the U.S. intelligence community, empowering them to understand and act on key business metrics, make better decisions, and focus talent on higher-value tasks -- all through the power of data storytelling.

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CASE STUDY

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