

Primary care network enhances care by communicating patient insights at scale

Overview



South Calgary Primary Care Network aims to deliver better health outcomes by ensuring patients receive the right care, from the right health professional, at the right time. To help employees improve service levels, the network provides employees with Qlik visualizations that highlight important metrics such as number of referrals and patient wait times. However, because visualizations can be difficult to interpret, the network's analytics team spent a significant amount of time explaining key takeaways to different departments. The network realized it needed to communicate these insights in a more scalable way.

The Solution

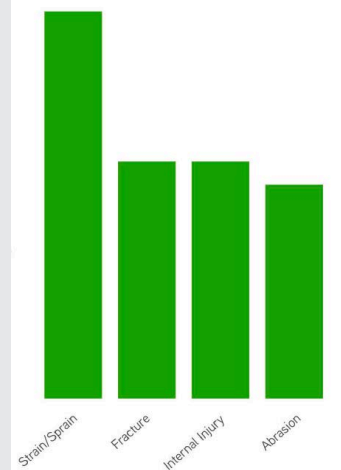
The analytics team decided to use Narratives for Qlik to instantly transform complex visualizations into dynamic narratives that communicate interesting trends such as patient load across doctors and changes in patient wait times.

By integrating narratives into each Qlik Sense dashboard, all healthcare professionals regardless of skill set, can understand data trends that will increase service levels and ultimately lead to better health outcomes. Instead of spending countless hours explaining key takeaways to different departments, the network can automatically communicate important and interesting information in a language that everyone understands.

Claim Value by Injury Type

This chart measures Claim by Injury Type

- Average Claim Value was \$436,434 across all injuries.
- The minimum value was \$3,119 (Shock) and the maximum was \$3.5 million (Strain/Sprain)
- Claim Value increased by 3,248% over the course of the series from \$103,860 to \$3.5 millions in Strain/Sprain (+111,413%).
- Contrasting with the overall increase, the largest net improvement was from Fracture to Shock, when Claim Value fell by **\$1.3 million (100%)**. The four injuries from Internal Injury/disease to Occupational Disease when Claim Value fell by **100% significantly impacted this net decline**.
- Claim Value showed the longest span of consistent growth over two injuries from Exposure to Fracture, rising by **22,961%**
- Claim Value fluctuated over the course of the series with 63% of data points moving in an opposite direction from the previous point.



Benefits



Increased productivity

for the organization by minimizing time spent explaining and interpreting healthcare trends



Empowered organization

to understand patient data to make better operational decisions



Widened adoption

Amongst members by making the Qlik Sense more accessible to those without an analytical skill set

What our clients say



We spend hours every week coordinating meetings with different departments so we can explain key trends in data. Now with Narratives for Qlik, everyone can understand drivers of patient outcomes, helping us scale the adoption of Qlik Sense across our entire network.

Oliver Schmid

Director Evaluation and IM&T, South Calgary Primary Care Network

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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