

LANCASHIRE CARE NHS FOUNDATION TRUST:

Providing mobile BI to 6000+ clinicians to improve care, and visibility of performance to Trust executives.



“With Yellowfin, our services staff understand their performance, and can enhance the care they provide, by accessing and interacting with relevant information directly on their tablet devices in real-time, wherever and whenever necessary.”

Mark Singleton
BUSINESS INTELLIGENCE MANAGER,
LANCASHIRE CARE



Background

The Lancashire Care NHS Foundation Trust had a mission to utilise reporting and analytics to increase performance and efficiency.

Using Yellowfin's BI solution, the Trust has been able to:

- Deliver Mobile BI to its 6000 fieldbased clinicians to improve the quality and efficiency of patient care
- Develop a Balanced Scorecard to provide senior Trust executives with a comprehensive overview of Trust performance
- Create a single trustworthy source of information for its reporting, allowing Lancashire Care's BI team to avoid duplication of efforts and build new BI content quickly.

The Challenge

Because 97 percent of Lancashire Care's business is related to the provision of community-based care, its clinicians are frequently away from their desks – continually on-the-go visiting clients.

Previously, the Trust's community services staff worked remotely through a paper-based diary system of record keeping, requiring them to travel back to a dedicated base to re-enter the information through a desktop PC. Consequently, Lancashire Care embarked on a program to transition the majority of its services workforce onto tablet devices, allowing them to directly create, share and consume information through its online networks remotely.

This required a flexible Business Intelligence (BI) solution, which large numbers of non-technical staff could easily utilise – primarily through mobile devices – to independently access and share important client and Trust data.

Lancashire Care formerly used Microsoft Reporting Services 2008 R2, in conjunction with Performance Point 2010, as its front-end data visualisation layer for desktop-based reporting.

However, Lancashire Care found these tools to be incompatible with mobile devices, and therefore unacceptable for the remote delivery and consumption of data.

The Solution

After evaluating a number of BI solutions for mobile devices, Lancashire Care identified Yellowfin as “the easiest to use”, making information “highly consumable through its interactive charts and dashboards”, through native applications for the iPhone, iPad and Android platforms, Web-browser or HTML 5 integration.

“When evaluating the different Mobile BI solutions on the market, I often found that each product would have its own strengths, but would come with equal weaknesses,” said Lancashire Care Business Intelligence Manager, Mark Singleton. “However, Yellowfin was different. No matter how hard the team challenged and pushed the product, it always delivered.”

Yellowfin’s approach to Mobile BI supports device independence. Services personnel can run and access all of Yellowfin’s core reporting and analytics capabilities straight from their mobile device of choice without any extra training.

Trust field staff can gain the benefits of fresh data immediately, as any BI content created through the browser is immediately and securely available on any mobile device.

Information permissions set-up through the browser carry over to mobile devices, ensuring that information delivery remains personalised and secure.

“Because we don’t need to re-create or repackage content for mobile delivery, this author once, consume anywhere capability will save Lancashire Care vital IT resources moving into the future,” said Singleton.

In addition, Yellowfin’s collaborative features allow Lancashire Care’s highly dispersed workforce of clinicians and managers to keep in contact with each other, as well as mission critical data, by enabling them to add commentary to BI content and share it with select users. “Yellowfin lets users add their own insights to data, to broaden the knowledge others obtain from viewing the same information,” said Singleton.

Due to Lancashire Care’s goal of making their data available to a broad range of personnel – attaining a cost effective BI solution was important. “It quickly became apparent how expensive most Business Intelligence solutions were to roll-out across large organisations,” said Lancashire Care Director of Finance, Dave Tomlinson. “We wanted a solution which could start small and then be scaled up without giving us headaches about cost. With Yellowfin’s value for money pricing structure, we knew we could do just that.”

Benefits

Improved IT efficiencies

As a 100 percent Web-based BI solution, Yellowfin has allowed Lancashire Care to create a single trustworthy source of information for its reporting. Lancashire Care’s BI team can confidently re-use previously created content, enabling new dashboards to be built and published within minutes, rather than hours or days.

“Previously I found the development team creating similar reports with very slight variations,” said Singleton. “Eliminating this unnecessary duplication of efforts, and improving reporting efficiencies, is going to be essential with increasing demand for our BI services in challenging economic times.”

Independent information access and exchange on-the-go Community-based services personnel can now independently access and share the information they need to boost individual and collective performance, as well as improve the quality and efficiency of patient care.

“With Yellowfin, our services staff understand their performance, and can thereby enhance the care they provide, by accessing and interacting with relevant information directly from their tablet devices in real-time, wherever and whenever necessary” said Singleton.

Beyond Mobile BI

Whilst Lancashire Care originally began evaluating Yellowfin for its Mobile BI proficiency, the Trust quickly found its core Web based application was also highly intuitive within a desktop- oriented environment.

“What started as a Mobile BI evaluation soon got me re-thinking our desktop strategy,” said Singleton. “We’re now moving our existing desktop reporting over to Yellowfin.”

Enhanced management visibility

Using Yellowfin, the Trust has also developed a Balanced Scorecard – pulling together clinical, financial, human resources and quality control information – to provide Trust executives, management and Board of Directors a comprehensive picture of current Trust performance.

“Enabling management with more timely and accessible information will improve efficiency, performance and most importantly quality within the Trust,” said Tomlinson.

“Yellowfin – with its commentary, discussion and PowerPoint-like presentation module, Storyboard – is a perfect BI tool for management. Extra insights from across the organisations can be added to raw figures, to help the Trust’s knowledge grow quicker and deeper than ever before.”

User adoption

Like many unfamiliar technologies, the BI team at Lancashire Care was initially wary of Yellowfin. That attitude soon changed.

“At first, the team compared Yellowfin to the existing BI technologies they knew and loved, but within just a few weeks staff attitudes changed and they began to sing Yellowfin’s praises about what it could do, over and above other BI technology” concluded Singleton.



For more information on Yellowfin, visit www.yellowfinbi.com