

# VIENNESE HOSPITAL ASSOCIATION



## COGNOS SOLUTIONS CONSOLIDATE DATA FOR VIENNESE HOSPITAL ASSOCIATION

KAV, the Viennese Hospital Association, is one of Europe's biggest healthcare organizations. The 15 hospitals and 11 nursing care/geriatric centers that belong to the association have an annual budget of some 2.2 billion euros.

To ensure constant levels of quality, efficiency and effectiveness even in the face of future challenges, KAV decided to install Business Intelligence (BI) solutions from Cognos to support its management and controlling activities.

### THE KAV DATA WAREHOUSE PROJECT

The Controlling department launched the KAV data warehouse project back in fall 1998. A clear-cut goal was defined: to take all the masses of data that were scattered around various databases and pool them in a single, central database. This would allow every department and unit to make efficient use of the data. On top of that, the same information would also be available to support management decisions. One constraint was that the new solution had to run on the existing IT infrastructure. All of KAV's organizational units are interlinked by a 155-Mbps optical WAN. Microsoft Windows is installed on all desktop systems, which are linked together by an intranet.

Decisions about projects of this scale naturally have to be built on a firm foundation of input data. Professional project management is also needed to

ensure that they stay on track. Project management was therefore entrusted to EMB, the association's internal IT management and operations center.

Estimates put the cost of the first phase of the project at 2.5 million euros. Phase one involved integrating the data from four systems: LKF (service-based hospital financing), VIPER (payroll accounting), SAP (business administration) and ambulant services.

In the past, the association had worked with a variety of error-prone analytical tools. Producing reports and ad-hoc queries had absorbed a lot of manpower. Joint analyses of multiple departments were difficult to generate as the data was stored in different organizational units and could not always be accessed. Attempts to obtain this information naturally created even greater volumes of data, some of which had to be passed back and forth on paper because of incompatibilities between local systems.

### THE SOLUTION

The future users played an active part in drawing up the solution to these problems. A workgroup consisting of eight users and three IT experts sat down with an outside consulting firm (trustConsult) to draft a catalog of selection criteria for the tool they were looking for. A number of hard technical criteria were defined:

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The solution had to run on the Windows platform, support the Microsoft SQL and Oracle database systems, and be available as a web version. KAV was, of course, also very interested in reference projects, especially in the healthcare sector. And it expected the provider to have a local presence in Austria.

Potential providers had to do more than just satisfy the catalog of criteria in theory: They also had to develop and present a small sample database query in KAV's hardware and software environment. This grueling selection procedure found that Cognos had both the most extensive functionality and the most cost-effective solution. The association thus took the decision to deploy Cognos Impromptu, Cognos Transformer and Cognos PowerPlay.

Once the hardware and software solution had been implemented and tested, the LKF unit (service-based hospital financing) was designated as phase one of the project. This unit contains all the billing data for services provided. The new solution enabled benchmark comparisons to be drawn between the individual hospitals. This phase was brought to a successful conclusion in September 2002. Some 400 assorted healthcare professionals (doctors, medical technical service executives, executive nursing staff and administrative personnel) used the Cognos web version to access the data they needed. For its part, the association's management team defined an authorization concept to regulate access by individual employees. At present, four classes of users have different access rights. According to the people who work with the system, ad-hoc queries are now significantly more efficient and effective.

#### **EXAMPLE**

"How often has a specific individual medical service been provided to patients in the state of Lower Austria in the past year?" In the past, answering this question would

have necessitated no fewer than 17 separate queries to LKF's statistical system! Today, the final figure is available at the click of a button, with no need for assistance from IT specialists. The time taken for each query has been reduced from 15 minutes to just two minutes.

In addition, central storage and the plausibility checks performed as part of the extraction, transformation and loading (ETL) process have sharply improved the quality of the data.

Payroll and financial data are to be integrated as the next steps in the project. The future users of the system have already defined the business requests they want. Once again, KAV's own IT units will integrate these business requests in the data model.

When the final configuration is in place, around 600 people will be using the data warehouse. Besides the existing benefits that KAV derives from its new data warehouse, this configuration will also enable data from the various legacy systems to be linked together – an innovation that would have been impossible without the Cognos solutions.

Cognos solutions reduce query turnaround time from two to three days to around two minutes. The use of Cognos solutions has also sharply improved data quality.

#### **WHY COGNOS?**

Only Cognos delivers a complete range of integrated, scalable software for corporate performance management. Cognos products let organizations drive performance with enterprise planning and budgeting, monitor it with scorecarding, and understand it with business intelligence reporting and analysis. Founded in 1969, Cognos now serves more than 22,000 customers in over 135 countries.



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