



ANALYTICS



E17 makes important gains in patient management, finance, and inventory with Qlik®



About E17-Ziekenhuisnetwerk

E17-Ziekenhuisnetwerk (E17 Hospital Network) is a collaborative group of eight hospitals, spread across the Ghent, Kortrijk, and Ronse areas of Flanders, Belgium. It was founded in 2015, became a formal nonprofit in 2019, and was officially recognized by the Flemish government as a regional clinical hospital network in 2020.

Three hospitals within the network, AZ Maria Middelaes, AZ Sint-Vincentius Deinze, and O.L.V. van Lourdes Ziekenhuis Waregem, placed Qlik Cloud Analytics™ at the heart of a new data environment, combining a comprehensive set of data points and sources to deliver important outcomes in patient management, finance, billing, and inventory. Qlik is now developing a strong user community and enabling engagement across the group's hospitals.

“With Qlik, we're ready to take on the future, one step at a time.”

Jizo van Lancker, Senior Data Analyst, AZ Maria Middelaes, E17-Ziekenhuisnetwerk



Customer Name

E17-Ziekenhuisnetwerk

Industry

Healthcare

Geography

Belgium, EMEA

Function

Finance, IT, Supply Chain Management

Challenges

- Enable user-friendly self-service business information
- Create access to a range of different data sources
- Track valuable performance indicators

Solution

E17's AZ Maria Middelaes hospital placed Qlik Cloud Analytics at the heart of a new, overhauled, and redesigned data environment.

Results

- Valuable insights now available from operational to director level
- Nearly 5,000 end users access data on a self-service basis
- Use cases and processes can be shared across group hospitals

A center of collaborative innovation

E17-Ziekenhuisnetwerk's reputation for outstanding patient care is a result of its long tradition of collaborative innovation and a commitment to its core values of mutual respect, equality, and cohesion for the network's partners. It's a highly successful working model that has seen E17 grow to reach over 8,000 employees and 800 doctors, who handle around 280,000 admissions and 890,000 overnight stays each year.

AZ Maria Middelaes hospital handles a comprehensive range of medical and emergency services across four clinical locations and a dedicated logistics site. It also hosts a significant and growing data and analytics operation, which is overseen by Senior Data Analyst Jizo van Lancker and the team at AZ Maria Middelaes.

"I support the technical layers of data management, but that also includes reporting and dashboarding for the financial, HR, and operations areas at AZ Maria Middelaes," he says. "That can cover anything from patient data and occupancy rates to supplies and inventory. It ranges from high-level management overviews to granular, detailed operational data."

The process of overhauling AZ Maria Middelaes' data environment began in 2016, when the hospital recognized the need for a long-term vision for analytics. It set out a list of key requirements, which included a dynamic tool capable of handling a diverse range of data sources. It would then distribute key information on a self-service basis through user-friendly dashboards and applications.

"It was important to get something that end users could engage and work with," Van Lancker adds. "You can build a really powerful solution, but a report is just a report if nobody sees or acts upon it."

An unsuccessful trial of other software led to an early turning point in the project. And when Van Lancker ran some early test cases on Qlik Cloud Analytics, he saw it had the capabilities he had been looking for.

Building a powerful and convincing solution

It was a turning point that proved to be transformative. With Qlik, Van Lancker and the BI team had the analytics platform they needed, and one that would seamlessly access AZ Maria Middelaes' multiple data sources, including its new data warehouse.

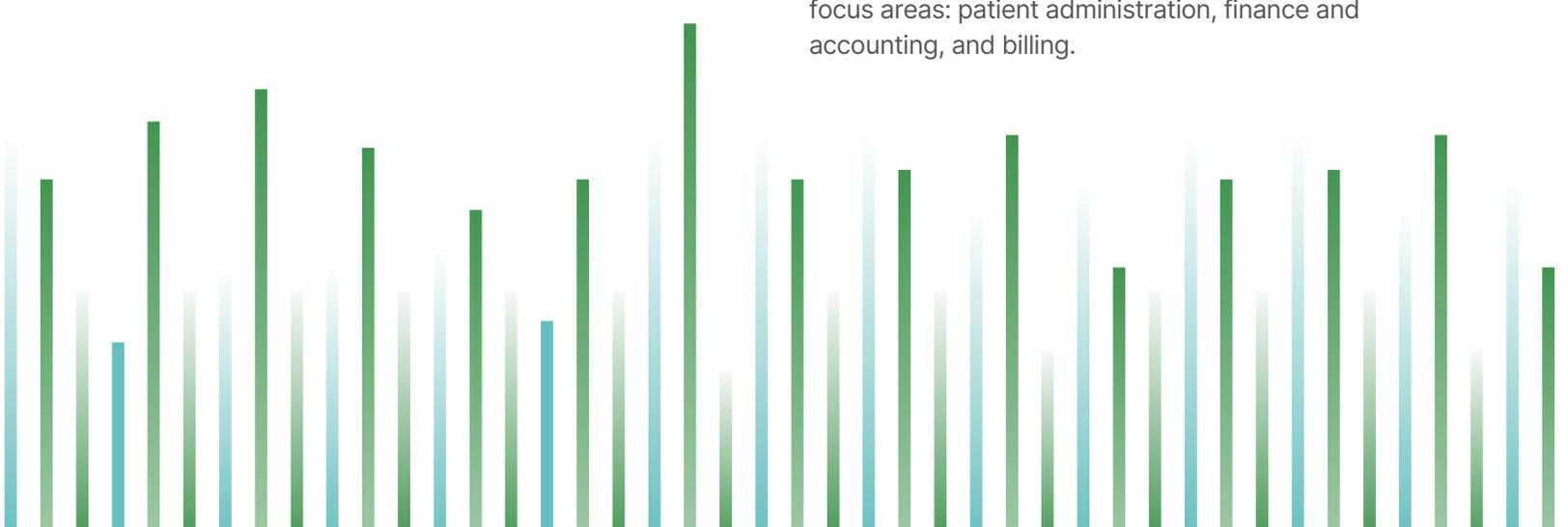
"With Qlik, we could access data directly from our data warehouse, SQL databases, and platforms such as our Oasis billing software and spreadsheets," says Van Lancker. "We could then combine it with the warehouse data to get a full picture of all our operations."

He continues: "It's a complex process because this isn't data that an ordinary business would define as important: we're dealing with highly secure medical information that's covered by General Data Protection Regulations (GDPR). We can't use a data warehouse for it, but we can feed it directly into Qlik."

It marked the start of a two-year process during which AZ Maria Middelaes overhauled its internal server setup and ran important assessments of the quality of the data it was accessing.

"We used Qlik to look at the SAP data related to materials management, and it highlighted that much of the data was either irrelevant or inaccurate," Van Lancker adds. "That was an important discovery, as this is data that directors are looking at, so we rebuilt the dataset from scratch. That's a powerful advantage that Qlik delivered during that period."

Also critical was ensuring the usefulness and usability of the resulting analytics, choosing three main initial focus areas: patient administration, finance and accounting, and billing.





“We began to see consistently good and reliable reporting with a nice touch of creativity from Qlik,” says Van Lancker. “It also became increasingly clear that the information was coming across well to the end users. We were convinced, our staff and users were convinced, and people from outside AZ Maria Middelaes were also becoming convinced.”

A powerful tool that adds value

With Qlik, AZ Maria Middelaes now has a fast, accurate, and reliable reporting and analytics solution that’s growing in influence, popularity, and uptake. From when a patient arrives to when they leave, Van Lancker and the BI team are capturing and processing important data points and key administrative information.

“That’s accessed from an operational level right up to the hospital executives,” he adds. “What are our occupancy rates? Where do our patients come from? How long are they staying? This is important high-level information.”

Another tool accesses SAP data to provide key updates on supplies, inventory, and stock control, ensuring that materials are always available where and when needed. Levels of analysis range from detailed to strategic, with both internal and external staff quickly becoming enthusiastic.

“We showed some of our results to an E17 sister hospital, AZ Sint Vincentius Deinze, where people were still using very static reporting,” says Van Lancker. “They saw our Board Table dashboard, which provides a quick overview of the hospital, and immediately realized that it was a tool that could add value.”

The use cases are continuing to grow, from reconciling differences between health insurance charges and hospital costs to year-end closures.

“Our general ledger uses Oasis, but our accounting department uses SAP,” Van Lancker continues. “And if their figures don’t match, we need to know why. With Qlik, it’s easy to see where the discrepancies lie.”

AZ Maria Middelares now has over 100 data connections, placing data into the hands of four dedicated administrators, 29 full users, and nearly 5,000 end users. It’s a powerful and valuable environment that Van Lancker is keen to use as a springboard for more use cases, such as HR, and even greater connectivity with other software tools and datasets.

“We’re very excited about the potential of the cloud and the possibilities it offers beyond an on-premises setup,” says Van Lancker. “It also means we can get more people within E17 on board quickly and easily. With Qlik, we’re ready to take on the future, one step at a time.”

Make game-changing analytics accessible to everyone

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About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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