



Patient Experience Measurement Analytics at Riga Maternity Hospital Using Qlik

Implementing a Business Intelligence (BI) application for analyzing survey results in healthcare can offer valuable insights into patient satisfaction, service quality, and areas for improvement.

Riga Maternity Hospital (hereinafter - RDN) is the country's largest and most modern institution of obstetric assistance and perinatal care with 75 years of experience in the field of obstetric assistance and gynecological services. RDNs understands the importance of patient feedback in improving service quality and enhancing overall patient experience. Traditionally, gathering and analyzing survey results has been a time-consuming and manual process, limiting the hospital's ability to derive actionable insights. To address this challenge, RDN decides to implement a BI application specifically designed for survey results analysis.

Challenges

RDN faces several challenges related to analyzing survey results:



Manual data processing
Each month, an Excel file accumulates responses from respondents, requiring manual processing.



Limited insights
The current survey analysis method offers restricted insights and lacks the ability to identify trends or correlations within the data.



Delayed action
Without real-time analysis, the hospital struggles to promptly address issues.

About Rīgas Maternity Hospital

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About The Infotrust

Data Analytics Powerhouse in the Baltics with over 20 years of experience in data analytics. The Infotrust operates as an international business intelligence consultancy company dedicated to implementation of complex and demanding data management and data analytics projects based on Qlik and Snowflake technologies. Infotrust is Qlik Master Reseller partner in the Baltics and our activities include managing and expanding Qlik partner network, providing Qlik consultancy and enablement services for Qlik customers. **More: www.theinfotrust.com**





Solution

To overcome these challenges, RDN implemented BI Patient Experience Measurement analytics specifically designed for survey result analysis. The solution includes the following features:

Data integration:

Survey data received from the Center for Disease Prevention and Control in an Excel file, the number of respondents who agreed to the survey and the number of those discharged from the hospital, are automatically collected, and integrated into the app.

Interactive dashboards:

The app provides interactive dashboards with visualizations such as pie charts, line charts and other visualizations, allowing you to explore survey results in real-time and analyze them in different dimensions.

Sentiment Analysis:

Advanced analytics techniques, including sentiment analysis, are used to categorize survey responses based on sentiment (positive, negative, neutral) and identify key themes or concerns.

KPI analysis:

The ability to define the size of the goal and follow the performance of the goal, assessing how close or far the achievement of the set goal is and how it changes over a period.

Results

Implementation of the survey analysis application brings significant benefits to the institution:

Improved patient experience:

Deeper insight into patient feedback allows for more proactive responses to concerns, enhancing service quality and overall patient experience

Proactive problem solving:

Real-time survey analysis enables immediate identification of challenges and areas for improvement.

Data-driven decision making:

Stakeholders have access to timely insights, empowering them to make informed decisions for continuous improvement.

Operational efficiency:

Automation reduces manual workloads, freeing staff time and resources for other strategic initiatives.

Measurable impact:

The institution can track improvement initiatives' impact over time through changes in survey results and patient feedback metrics.



"The implementation of the Qlik Sense app for the analysis of patient experience survey results has allowed the Riga Maternity Hospital to transform its approach to patient feedback management, driving improvements in service quality, patient experience, and overall organizational performance."

Andija Logina, Rīgas Maternity Hospital, Head of the Quality and Risk Management Department





The implementation of the BI app for survey analysis has transformed Riga Maternity Hospital's approach to patient feedback management, resulting in improved service quality, patient experience, and organizational performance. By harnessing the power of data, the institution demonstrates its commitment to delivering patient-centered care and continuous improvement in the health care services provided.

Considering the good experience with the development of patient experience measurement data analytics, similar analytics were also created for Maternity experience and the development of an employee survey analytics solution is in the development process.

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About Partner:

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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About Partner:

Since 2005 The Infotrust team delivers business intelligence services and solutions in a rock-solid, ultra-fast performance context, followed by unique business delivery approach to boost adoption of data analytics within wide business communities of enterprise customers. Infotrust has grown the business into the region as Qlik Master Reseller for the Baltics and lately expanding it's services to the Nordics.

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