



Case Study:
ST. ANTONIUS HOSPITAL

St. Antonius Hospital relies on
BI application Diver®

Quick Facts

Organization: Clinical Chemical Laboratory of St. Antonius Hospital Nieuwegein

Employees: 155 employees

Challenge: Insight into business operations despite databases that are difficult to access and link to

Solution: Diver Platform®

DIVER PLATFORM PROVIDES INSIGHT INTO LABORATORY COSTS AT ST. ANTONIUS HOSPITAL

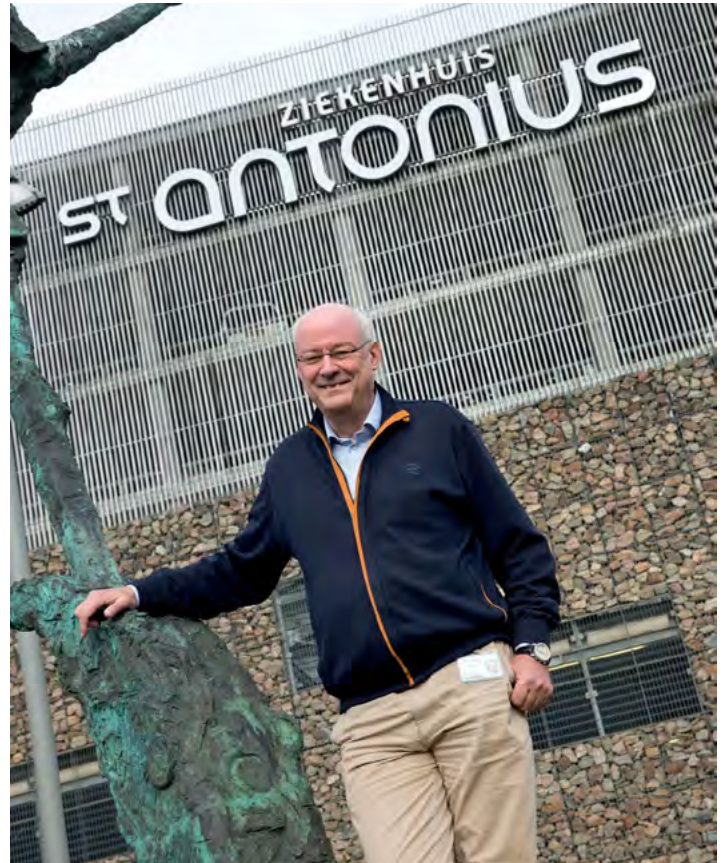
The Clinical Chemical Laboratory of St. Antonius Hospital in Nieuwegein wanted to be able to extract management and control information from its Laboratory Information System, but above all, the organization wanted to gain insight into costs and processes. To be able to quickly and directly consult all data that the lab collects and manages in its existing systems, the Clinical Chemical Laboratory uses Dimensional Insight's Diver Platform.

UP-TO-DATE INSIGHT INTO COSTS AND REVENUES

Diver quickly provides the hospital with overviews of lab requests and lab production. Van Loon says, "We can now monitor our agreements with the care units and warn them in time if they exceed the budget. We can send the reports to the departments on a monthly basis or even provide them with up-to-date updates online."

ANNUAL REPORTS

"It used to take days to see the annual production, and then you still needed a lot of knowledge to be able to assess whether the data was correct," says van Loon. "With Diver, I now have online access to all data in seconds, and if I want to update it every day, I can. Making annual reports is now much faster."



"Our database has something like 180 tables, many analyzers are linked to it, and we produce more than 3 million results a year. And of course, we want answers quickly from that enormous amount of data."

—Douwe van Loon, manager of the Clinical Chemical Laboratory at St. Antonius Hospital Nieuwegein

INSIGHT INTO EARNING STRUCTURE

"Diver Platform fully exposes the earning structure of the lab and provides insight into where the earnings are," van Loon says. "We also see whether the price agreements made correspond to the costs actually incurred. The data is refreshed every day and can quickly display everything from a very high aggregate level to a detailed level. Reports are generated at lightning speed and appear directly on the dashboard."



“It quickly became clear to me that Diver saves me a lot of time and hassle.”

—Douwe van Loon, manager of the Clinical Chemical Laboratory at St. Antonius Hospital Nieuwegein



UNLOCK GLIMS AND OTHER DATABASES

The Clinical Chemical Laboratory uses GLIMS Laboratory Information System. Van Loon says, “GLIMS is not primarily intended for making advanced reports and integrating source data that is recorded outside of GLIMS. That is why the supplier MIPS itself referred us to Dimensional Insight. The company’s Diver Platform actually lays a shell around our systems. And via the Diver dashboard we can retrieve the current desired data from all those systems.”

SINGLE VERSION OF THE TRUTH

“We had too many translations of data,” says van Loon. “It went from me to IT and back again, and then to finance. It’s not surprising, then, that there was often a discrepancy between our annual report and that of the hospital. That is no longer the case. With Diver, our own production environment is the single version of the truth. We now see our own production figures in the hospital’s annual report.”

IMPROVE LAB PROCESSES

“Suppose I want to know if the tube can go through the system in an hour instead of half an hour,” van Loon says. “Without Diver, I needed two days to map the turnaround time of the tube with a new method. Then it was three

weeks waiting for the results, measuring again, and again three weeks of waiting. In the meantime, the working group had collapsed. Now I do the zero measurement, turn on the device, ask Diver the question, and within seconds I have the numbers. Then we work with the working group to test our new working method and the next day I know if it works.”

CLINICAL ANSWERS CHEAPER

“Not only can we work faster, cheaper, and more efficiently with Diver, we also want to see if we can do better. One example is looking at the content of what the doctors are requesting. If the lab can help them to optimize the application packages, we can help them to get the clinical answer in a cheaper way. The easiest thing for a doctor is of course to tick the entire application list from top to bottom. That is fast for them, but not cheap. So there is still a lot to be gained there.”



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IMPLEMENTATION OF WEEKS, NOT MONTHS

“Our question was simple: we want to be able to count, know numbers, and keep track. But how do we get it out of the system? We provided Dimensional Insight with a sample file from our annual production and asked a number of questions that we wanted to see again. We were very surprised that the company presented a working tool within a few weeks.”

CONTINUE TO EXPLORE WITH DIVER

“When the dashboard was ready, a whole new world of data was opened for us that suddenly became available. Suddenly there is so much more. The system is also flexible and easy to adjust. Diver makes data current and alive. We will certainly adjust the use of Diver over time, because we are not a company that sits still. For example, we want to access the data via the web, so that each specialty with its own login code can view its own activities, per specialist or per department. Simply log in. That is transparency.”



About Dimensional Insight

Dimensional Insight® is a leading provider of analytics, data management, and performance management solutions, offering a complete portfolio of capabilities ranging from data integration and modeling to sophisticated reporting, analytics, and dashboards. The company is an eight-time Best in KLAS winner in healthcare business intelligence and analytics, most recently ranking #1 in 2021. Founded in 1989, Dimensional Insight has thousands of customer organizations worldwide. Dimensional Insight consistently ranks as a top performing analytics organization by customers and industry analysts in its core market segments including healthcare, manufacturing, and beverage alcohol. For more information, please visit <https://www.dimins.com/>.



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