

CommandView Powers Operational Improvement Across Sites

Leaders cut bottlenecks across four hospitals – driving faster, smarter decisions.



The Customer

This health service operates one of the busiest emergency departments in the region, handling over 49,000 ED presentations each quarter. With pressure to meet strict wait-time targets, the team needed a way to spot bottlenecks and act faster.

Its infrastructure includes a dedicated day surgery unit with six theatres, a satellite hospital, two integrated health precincts, and 13 community-based centres. The service manages over 1,100 overnight hospital beds and, each quarter, handles:



EMERGENCY
DEPARTMENT
PRESENTATIONS



INPATIENT
ADMISSIONS



SAME-DAY
ADMISSIONS

The Challenge

Prior to implementing CommandView, the Health Service was looking to improve a number of operational challenges, this included:

- Inefficient Patient Flow**
Despite performing well relative to peer organisations, the Health Service experienced difficulty in achieving consistent emergency department length of stay performance targets. This was largely due to limited visibility into system-wide bottlenecks and the inability to quantify and communicate these issues across departments in real time.
- Lack of Central Oversight**
Patient flow was managed at a facility level, which restricted the organisation's ability to coordinate a whole-of-service response. The absence of real-time communication and system-wide visibility hindered effective load-sharing between hospitals, resulting in uneven distribution of patient volumes.
- Limited Predictive Analytics**
Without investment in advanced forecasting tools, the Health Service relied on manual processes and historical data to anticipate demand. This reactive approach limited the ability to take preventative action and optimise resource allocation ahead of surges in activity.

The Solution

To address these challenges, the Health Service implemented **HealthCare Logic's CommandView**, powered by SystemView, enabling a system-wide transformation in patient flow management and operational oversight. Leaders can see problems as they happen, not after:

- True Whole-of-Service Visibility**
CommandView integrates live data from multiple systems into SystemView, creating a unified, real-time view of patient flow from end-to-end across emergency departments, theatres, inpatient wards, and ICUs. This enabled the Health Service to detect patient movements and bed availability instantly – supporting faster, coordinated transfers across facilities. Unlike generic dashboards, CommandView is built for operational leaders, not just IT or clinical teams.
- Embedded Quality Improvement Frameworks**
Using SystemView, the Health Service launched a major QI initiative within ED, identifying root causes of delays and empowering teams to redesign care pathways. The platform supported continuous monitoring and improvement, making QI a live, data-driven process rather than a retrospective exercise.
- Advanced Predictive Logic**
CommandView's predictive tools enabled proactive planning – forecasting ED arrivals, optimising inpatient loads, and supporting discharge decisions with a novel 'risk of rehospitalisation' model. Unlike costly forecasting engines or manual trend analysis, this logic was embedded and accessible to frontline teams.
- Customisable Command Centre Interface**
A highly configurable CommandView dashboard was developed to support centralised coordination and decision-making. Tailored to the Health Service's unique needs, it provided a level of flexibility and usability that generic vendor platforms often lack.

Impact

The implementation of **CommandView**, powered by SystemView, delivered measurable improvements across patient flow, staff efficiency, and care experience – setting it apart from broader enterprise platforms:

- Operational Performance Gains**
Streamlined processes – from ED arrival to discharge – led to reduced time-to-be-seen and faster bed allocation and handovers. Unlike static reporting tools, CommandView enabled real-time interventions that directly improved ED throughput.
- System-Wide Access & Coordination**
Real-time visibility into bed capacity and patient readiness across all facilities reduced unallocated beds and ED wait times. This level of system-wide coordination is often limited in solutions focused on siloed or facility-level data.
- Time Savings for Frontline Teams**
Nursing staff spent less time retrieving information and coordinating care, resulting in faster huddles and fewer escalation calls. CommandView's intuitive interface and live data access empowered frontline decision-making, without reliance on IT or analytics teams.
- Enhanced Patient & Staff Experience**
Operational efficiencies translated into shorter ED stays, improving the experience for both patients and staff. Unlike platforms designed primarily for clinical documentation or infrastructure management, CommandView is built to optimise the operational flow of care.

“If we can see the data... how can it impact the service, how can we change and improve.”
~ Assistant Director of Nursing, Patient Access and Flow Unit

“It gives you live accurate feedback, we can make decisions using live and current feedback rather than retrospective data.”
~ Executive Director of Medicine

“We see lead indicators that predict what might happen later in the day that helps us design what actions we need to put in place. But most importantly, because the data is trended we can see whether our actions make the problem better or worse. Its incredibly useful.”
~ Executive Director of Medicine