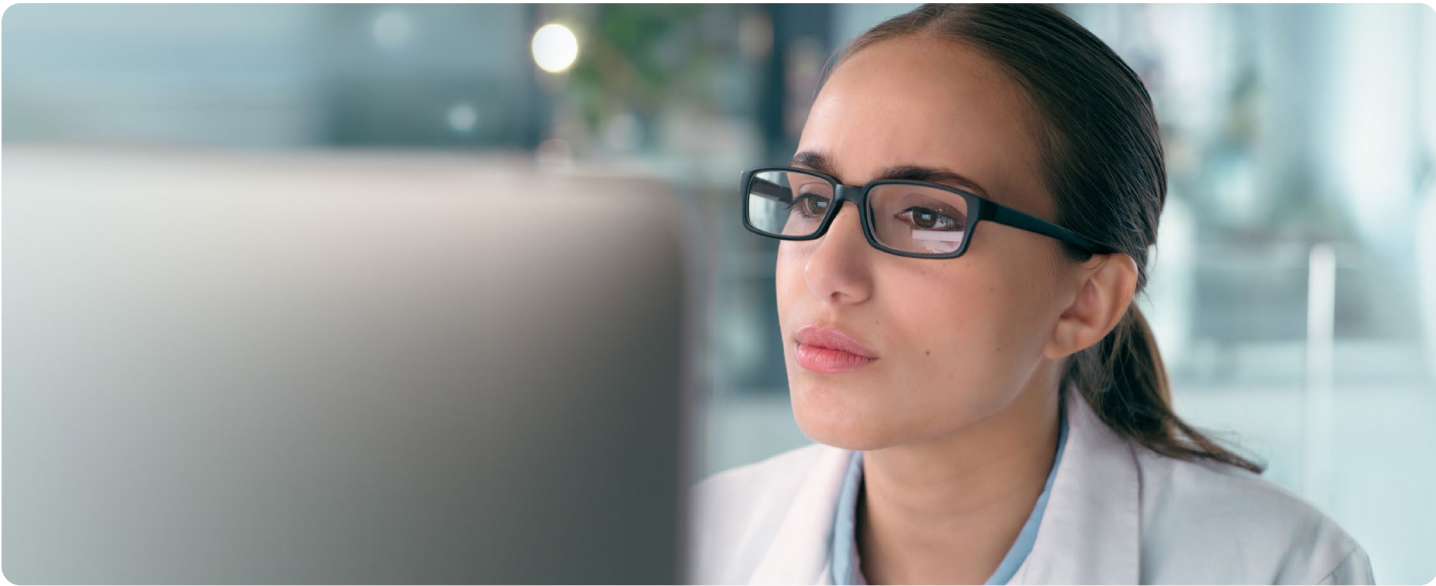


Faster Flow, Better Care: How Visibility Transformed Outpatient Access

With real-time visibility, executives improved access and patient experience.



The Customer

With over 22,000 outpatient appointments and 4,700 virtual clinics each quarter, this health service faced growing strain on its referral and scheduling systems. Leaders wanted to reduce delays, improve booking efficiency, and give patients faster access to care.

To drive continuous improvement in outpatient care, a dedicated team- comprising Business Practice Improvement Officers (BPIOs) and an Outpatient Program Manager - was established. This team leverages data-driven insights to enhance operational efficiency and improve patient outcomes across the health service.



The Challenge

- Before implementing SystemView, the Health Service faced key challenges that limited its ability to optimise outpatient operations and drive data-informed decision-making:
- Delayed Access to Data**
Outpatient data was manually extracted from source systems, with limitations on file size and timing. Waiting list data was only available weekly, restricting the ability to respond to demand fluctuations in real time.
 - Disjointed Reporting:**
Data was fragmented across service lines, stored in multiple files, and managed independently. This decentralised approach made it difficult to reconcile information, identify trends, or gain a unified view of outpatient performance.
 - Limited Forecasting Capability:**
Without predictive tools, demand and capacity planning relied on manual processes and key personnel. Insights quickly became outdated, reducing the effectiveness of planning and resource allocation.
 - Impact to Patient Experience:**
Delays in outpatient scheduling and limited visibility into wait times led to growing frustration among patients and families. The lack of timely communication and transparency affected trust and overall patient experience, placing additional pressure on frontline staff.

The Solution

SystemView was introduced and contributed to the digitalisation of outpatient processes, provided ‘right-time’ insights and automated analytics capabilities. The key features and benefits of SystemView include:

- Daily data insights:**
SystemView empowered Business Practice Improvement Officers (BPIOs) with daily data visibility, enabling rapid identification of trends, anomalies, and areas requiring intervention.
- Streamlined Follow-Up Processes:**
The platform simplified management of ‘no-show’ patients through a centralised request list, ensuring timely follow-up, rebooking, and continuity of care.
- Patient-Centred Booking:**
Daily opt-in lists supported more responsive, patient-focused booking practices, improving engagement and reducing delays.
- Operational Confidence:**
SystemView enhanced the accuracy and efficiency of administrative audits, allowing clinical teams to reallocate effort and focus on care delivery.
- Customisable Dashboards & Alerts:**
Executives, clinicians, and BPIOs tailored their views to

monitor specific risks, service lines, or performance indicators – receiving automated notifications to stay ahead of emerging issues.

Implementation Approach

- The outpatient team integrated SystemView into their daily operations, leveraging its capabilities to drive continuous improvement. Key steps included:
- Training and Adoption:**
Staff were trained on SystemView’s features and functionalities, ensuring they could maximise its potential.
 - Process Reengineering:**
Processes were reengineered based on insights gained from SystemView, such as the implementation of the no-show request list and duplication of entire across elective and outpatient waiting lists.
 - Continuous Monitoring:**
SystemView allowed for ongoing monitoring and adjustment of processes to maintain efficiency and effectiveness.

By embedding **SystemView** into daily operations, the Health Service unlocked a new level of agility, transparency, and performance across outpatient care.

Impact

The implementation of **SystemView** has delivered measurable improvements across outpatient services, driving both operational efficiency and enhanced patient care:

- Reduced 'Failed to Attend' Rates:**
Streamlined follow-up processes led to a significant drop in missed appointments, improving clinic utilisation and continuity of care.
- Operational Efficiency Gains:**
Real-time insights and automated auditing tools reduced manual workload, eliminated duplication, and freed up clinical and administrative resources.
- Improved Safety & Quality:**
A structured safety and quality checklist supported consistent data management and operational practices, helping teams proactively manage patient risk.

- Enhanced Patient & Clinician Experience:**
Patients received more timely, coordinated care, while clinicians benefited from reduced administrative burden and greater confidence in system reliability.
- Executive-Level Visibility:**
SystemView provided the Executive team with live performance metrics, enabling timely interventions, informed decision-making, and stronger governance.
- Targeted, Actionable Insights:**
BPIOs accessed customised dashboards and alerts, allowing for rapid response to emerging trends and risks within their service lines.

By embedding **SystemView** into daily operations, the Health Service achieved a step-change in outpatient performance – delivering better outcomes for patients, greater confidence for clinicians, and clearer oversight for leadership.

“SystemView is the starting point that teams need to be able to digitalise their Outpatient Management Processes.”
~ Program Manager, Outpatient Business Improvement Team