

From Reactive to Proactive: Redesigning Theatre Operations for Peak Performance

Executives used SystemView to optimise scheduling and improve utilisation rates.



The Customer

A large Health Service who provides a broad range of secondary and tertiary health services across four hospital locations. Services include surgery, trauma, general and specialist medicine, emergency medicine, intensive care, mental health, outpatients, environmental health services, and more. With over 10,000 staff, it cares for more than 650,000+ residents in the region, including a transient population of around 12 million visitors annually.

Additional facilities within this health service include a 6-theatre day surgery, satellite hospital, two health precincts, and 13 community-based centres. The Health Service manages over 1,100 overnight hospital beds.



The Health Service relies on efficient Operating Theatre scheduling practices to achieve its elective surgery key performance indicators. SystemView has created a strong foundation for improving theatre management by providing real-time data, predictive analytics, and actionable insights.

The Challenge

Operating theatres within the Health Service face ongoing pressure to maximise efficiency, throughput, and resource utilisation. Theatre performance is influenced by a complex interplay of factors – including patient flow, scheduling practices, staff availability, and discharge coordination. Without integrated, real-time visibility, managing these variables can lead to delays, underutilisation, and missed opportunities for improvement.

To address these challenges, the Health Service required a solution that could provide actionable insights, streamline theatre operations, and support data-driven decision-making across clinical and operational teams.

The Solution

To address the ongoing pressures on operating theatre performance, the Health Service implemented **SystemView** – a real-time analytics platform that empowers clinical and operational teams to optimise theatre utilisation, reduce inefficiencies, and improve patient flow. Key capabilities included:

- Real-Time Data & Predictive Analytics:** Enabled proactive theatre management by providing live visibility into bookings, resource allocation, and performance trends.
- Forward-Looking Planning Meetings:** Weekly elective schedule reviews using SystemView supported early identification of risks and opportunities, improving theatre utilisation and reducing cancellations.
- Governance & Continuous Improvement:** Fortnightly perioperative governance meetings leveraged SystemView metrics to monitor performance, drive accountability, and support pathway optimisation.
- Automated Demand & Capacity Analysis:** Delivered timely insights into theatre session requirements, helping teams align resources with demand across short- and long-term horizons.
- Standardised Processes & Visibility:** Improved transparency across theatre throughput, enabling better coordination, fewer delays, and more consistent patient flow.

Impact

SystemView has delivered measurable improvements in operating theatre performance, driving both clinical and financial outcomes:

- Increased Theatre Utilisation:** Weekly reviews and proactive scheduling have led to more efficient use of theatre time, reducing idle sessions and improving throughput.
- Reduced Late Starts & Overruns:** Real-time visibility into daily performance enabled timely follow-up and process adjustments, minimising delays and improving punctuality.
- Fewer Day-of-Surgery Cancellations:** Enhanced data insights supported better patient preparation and communication, reducing avoidable cancellations and improving patient experience.
- Improved Resource Allocation:** Automated demand and capacity analysis enabled smarter planning and more effective use of theatre staff, equipment, and infrastructure.
- Enhanced Decision-Making:** Executives and theatre managers now have access to live performance data, supporting faster, more informed decisions and strategic planning.
- Cost Efficiency & ROI:** By identifying inefficiencies and enabling proactive management, SystemView has contributed to cost savings, improved productivity, and better return on theatre investment.

“SystemView has given the organisation access to information and insights that we did not have in the past. It is the foundation we need to continually improve how we use Operating Theatres.”
~ Data and Performance Analyst