



## How Data Visualisation Supports Improved Wait Times for Outpatients

---

Liz Kraft

Hospital Engagement Lead  
*Healthcare Logic*





## Background:

- Large Tertiary/Quaternary health network
- Over 600,000 Outpatient service events each year
- Specialist Outpatient services across multiple facilities

## Challenge:

- Waitlist data difficult to quantify
- Lack of confidence
- Monthly waitlist data was extracted manually from source system
- Dedicated resource employed to create the waitlist and frequent adhoc data requests for the whole of organisation

*CALHN needed a solution that allowed speciality team's increased access and visibility of their data. Their frequent request was that they required data that was responsive and transparent.*





## Implementation of SystemView



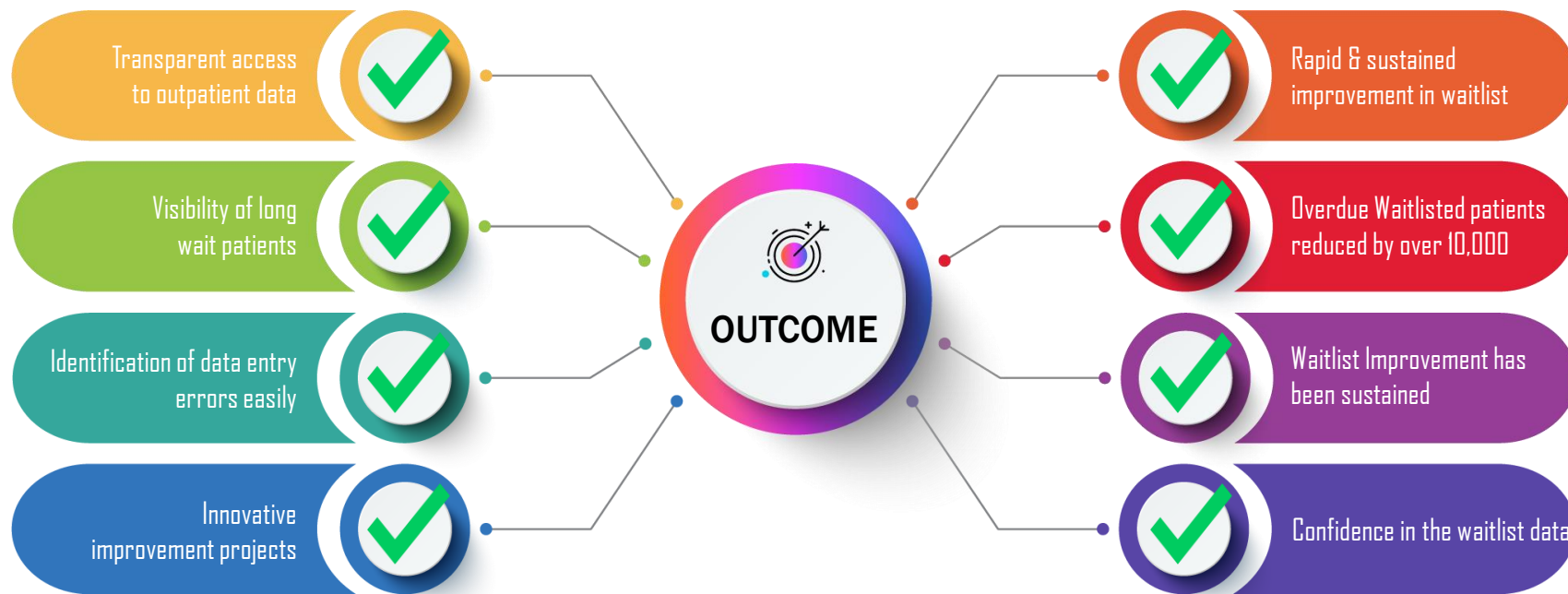
SystemView was implemented for Outpatients at CALHN in October 2021

### What is SystemView?

- Near real time visibility of source data
- Generation of waitlist, booking and activity data

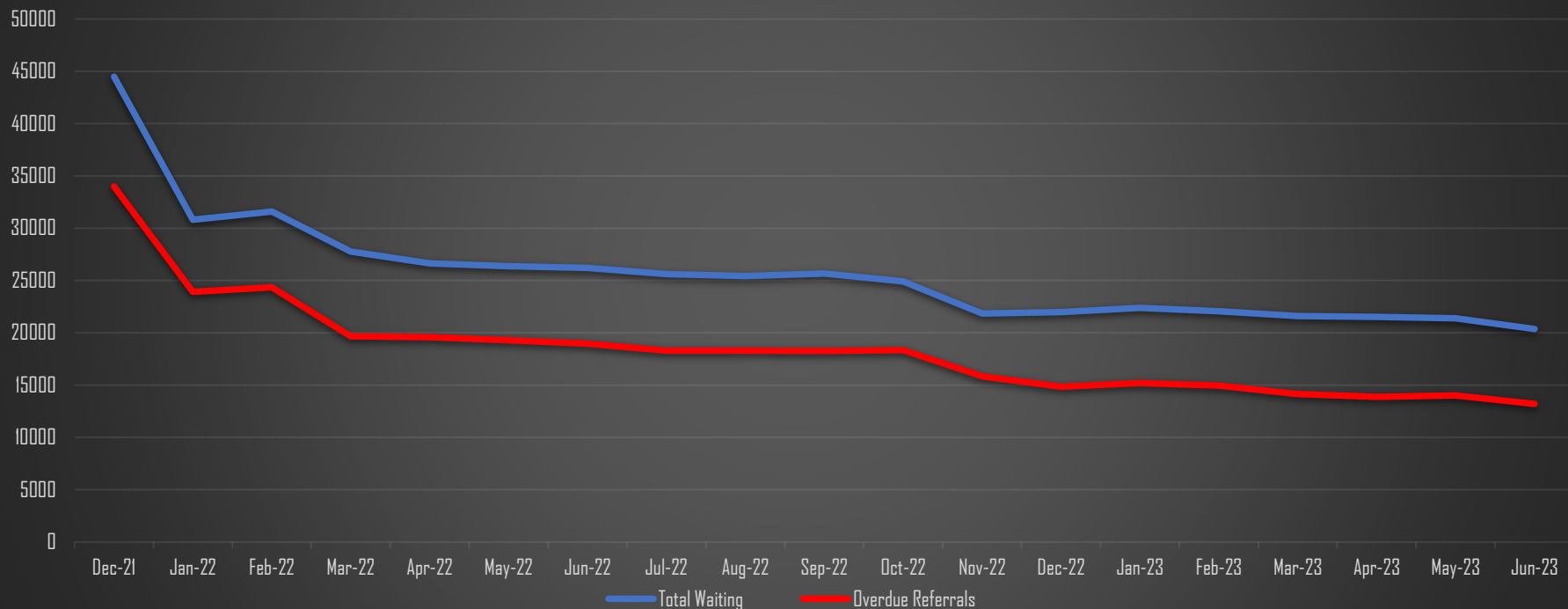
### Implementation Process

- MDS
- Data Validation
- User Acceptance Testing
- Training and Education
- Super Users
- Embedding use of SystemView into BAU





CALHN Outpatient Waitlist reduction Post Implementation of SystemView 2021-2023



# MEDINFO23

8 – 12 JULY 2023 | SYDNEY, AUSTRALIA







## Thank you MedInfo!

For more information:  
[Elizabeth.Kraft@healthcarelogic.com](mailto:Elizabeth.Kraft@healthcarelogic.com)

