

CO-ORDINATED
HEALTHCARE.....
EMPOWERED

Swiftqueue





EUROPEAN ASSOCIATION
OF HOSPITAL MANAGERS

DELIVERING DIGITAL HEALTH TRANSFORMATIONS

Brendan Casey – Swiftqueue CEO

www.swiftqueue.com | [@Swiftqueue](https://twitter.com/Swiftqueue)

Swiftqueue

CO-ORDINATED HEALTHCARE... EMPOWERED



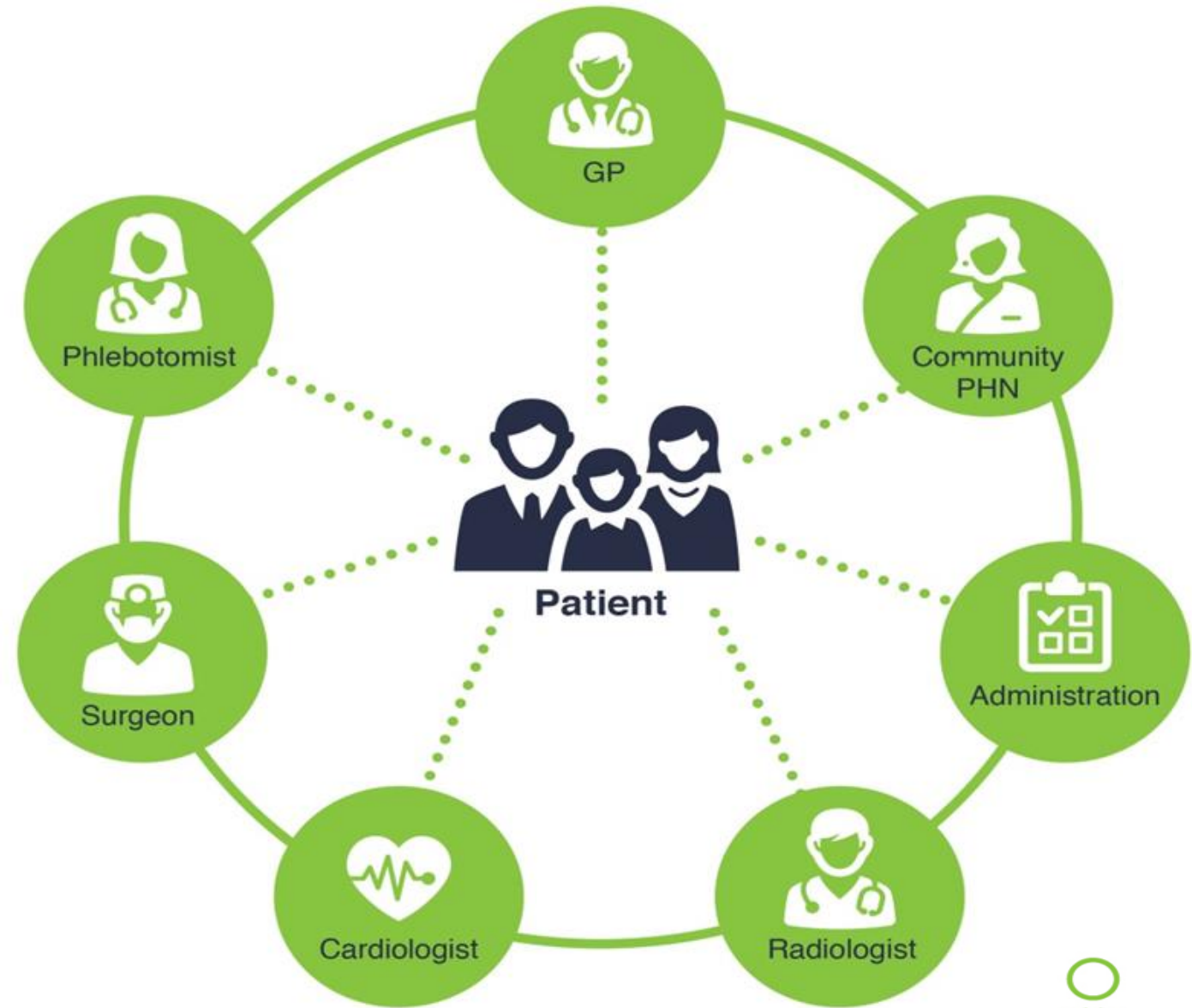
CO-ORDINATED

HEALTHCARE

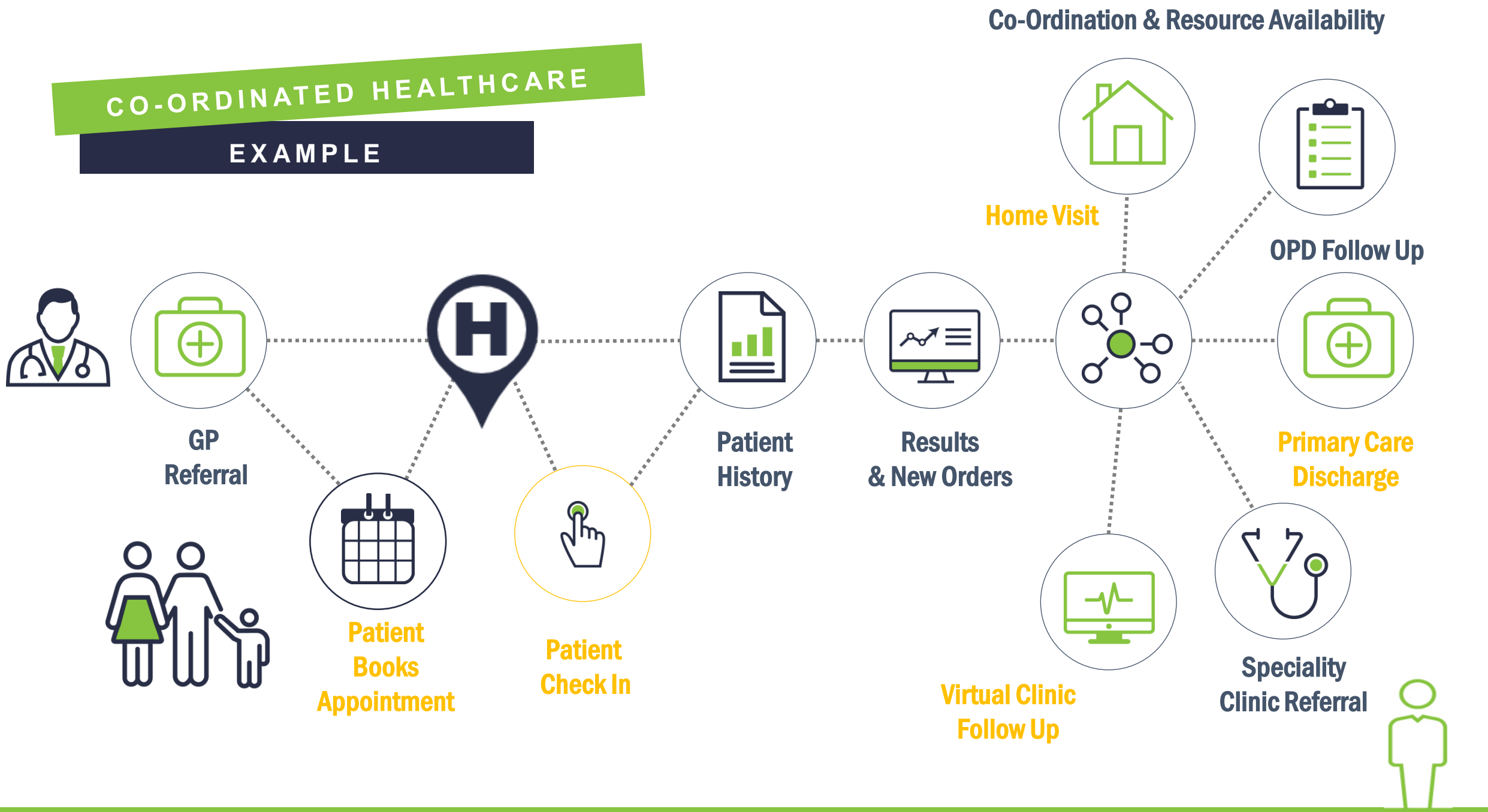
Growing demand....
higher expectations....
more patient interactions

This is the reality of healthcare today

Swiftqueue deliver an enterprise scheduling platform to better manage the requirements of everyone involved - **clinicians, administrators, health managers and patients.**



CO-ORDINATED HEALTHCARE EXAMPLE



Co-Ordination & Resource Availability

Home Visit

OPD Follow Up

GP Referral

Patient History

Results & New Orders

Primary Care Discharge

Patient Books Appointment

Patient Check In

Virtual Clinic Follow Up

Speciality Clinic Referral

Back

KIOSK - 2 (100%)

RECEPTION - 0 (0%)

WAITING AREA - 2/20 PATIENTS



ROOM 1

ROOM 2

ROOM 3

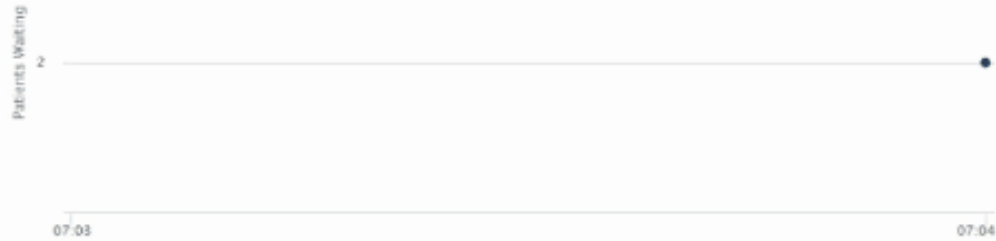
ROOM 4

ROOM 5

EXIT

Operational Efficiency Log

Live Waiting Area



Mon, 26 Feb 2018

07:04

SLOW
 MED
 FAST

Clinic Variables

Seen Time SLA	5 minutes
Waiting Area Capacity	20 patients

Averages

Wait Time	1 minutes
Consultation Time	
Time in Clinic	

Totals

Check In:

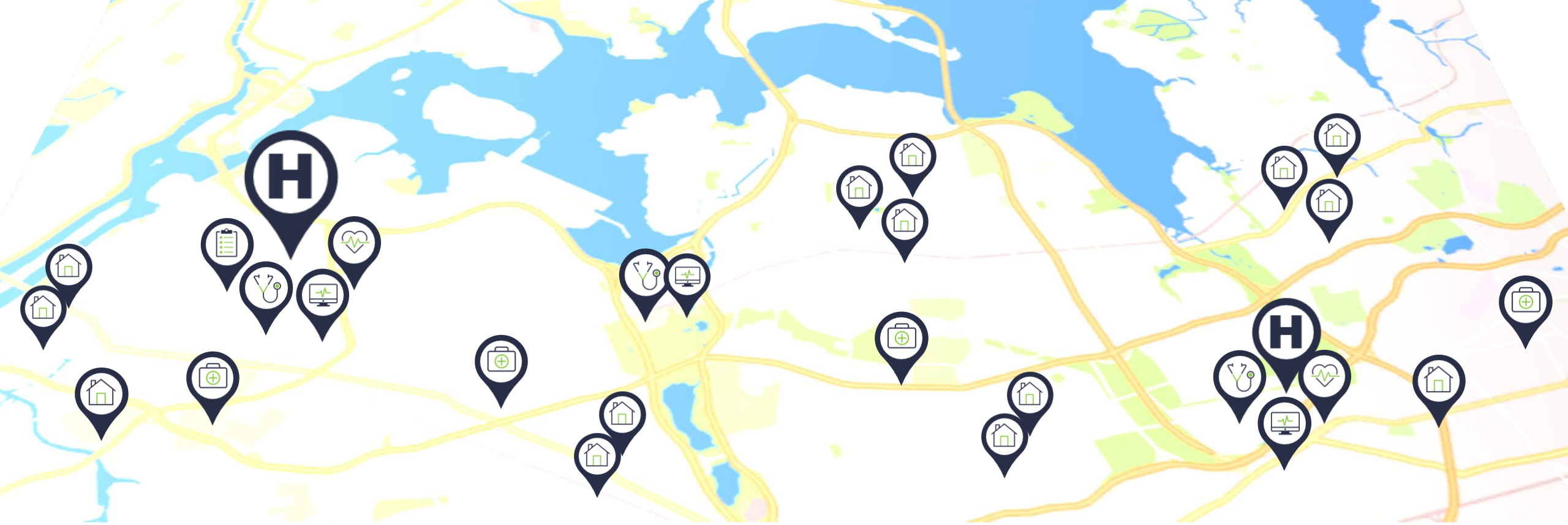
Kiosk 2 (100%)	Reception 0 (0%)
Total Patients Seen: 0	

Our Customers include:



ST. VINCENT'S
UNIVERSITY HOSPITAL
Elm Park





 Community

 OPD

 Diagnostics

 Primary Care

 Speciality Clinic

 Virtual Clinic



1 Out Patient & eReferral

2 Speciality Clinic & Telehealth

3 Primary & Community Care

4 Integrated Care Pathway

 Community

 OPD

 Diagnostics

 Primary Care

 Speciality Clinic

 Virtual Clinic

how appointments were booked



patient satisfaction with clinic service **99%**

99%

satisfaction with booking process

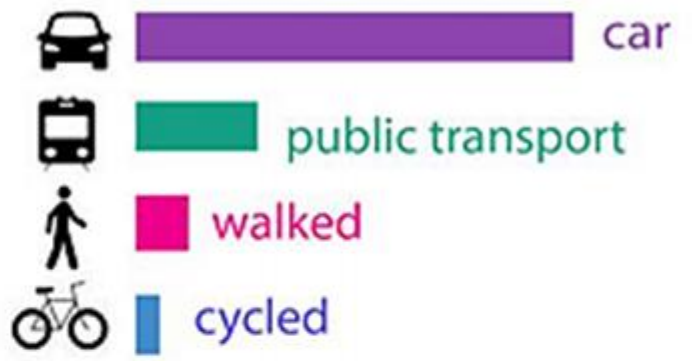


97%

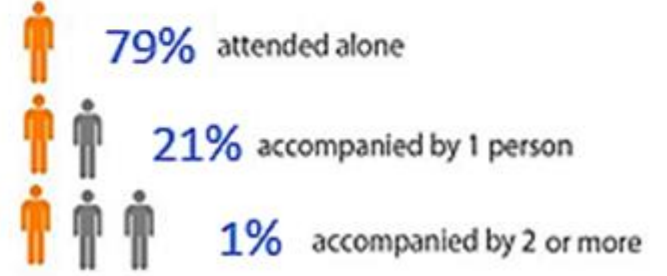
patients received suitable time slots



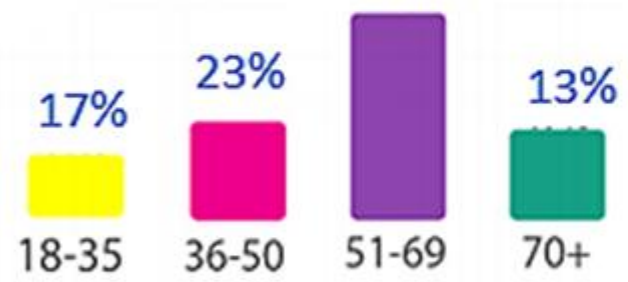
how patients travelled to appointments



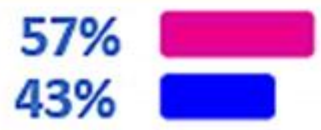
were patients accompanied by anyone



age profile



female
male



blog.swiftqueue.com/swiftqueue-patient-surveys/





TALLAGHT UNIVERSITY HOSPITAL

Ospidéal Ollscoile Thamhlachta

An Academic Partner of Trinity College Dublin

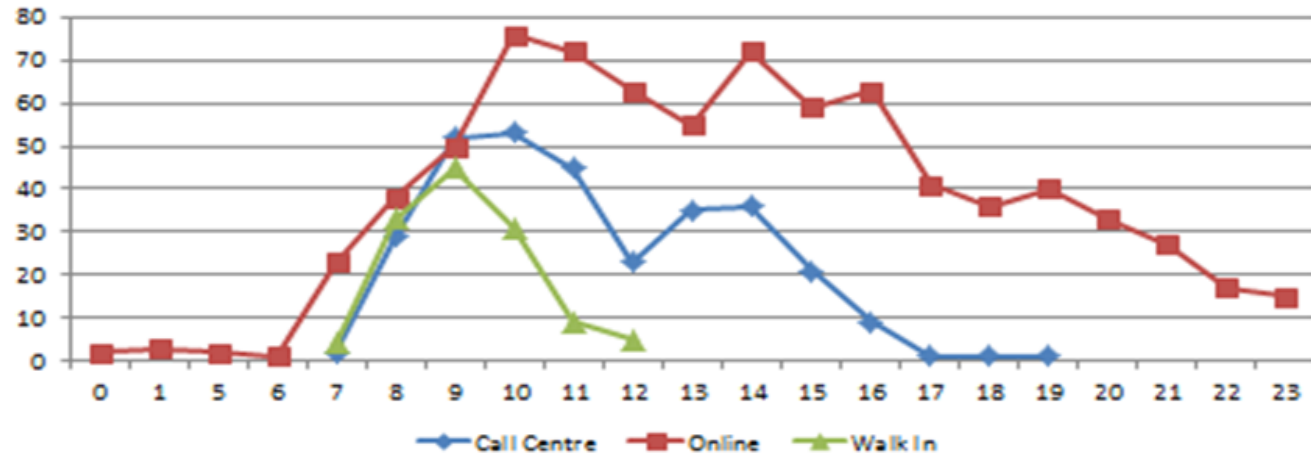
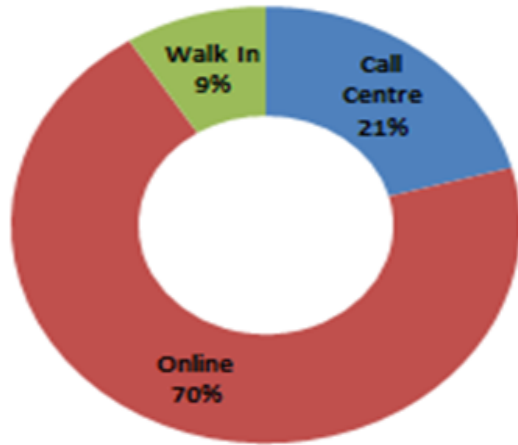




TALLAGHT UNIVERSITY HOSPITAL

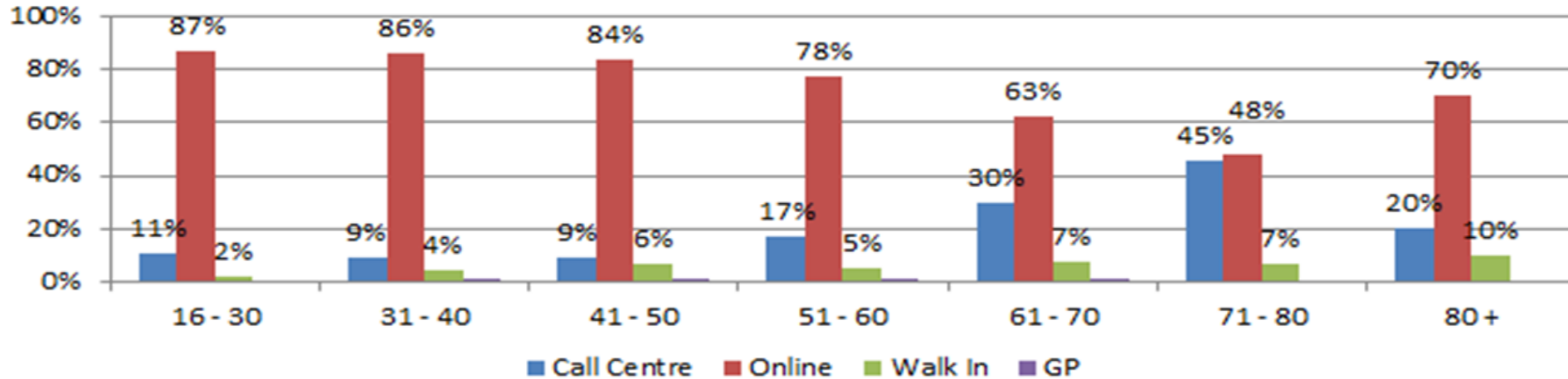
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An Academic Partner of Trinity College Dublin



Appointments by Channel

Appointments by Time of Day



Appointments by Age Profile





You are here: [Internet](#) > Patients

Patients

SCOPE HSCPs Directorate

SCOPE incorporates the disciplines of Speech & Language Therapy, Medical Social Work, Clinical Nutrition, Occupational Therapy and Physiotherapy. Click [here](#) for further information.

[Hospital appointments](#)

For information on making an appointment, attending, self registration and cancelling appointments

[GP Blood Testing](#)



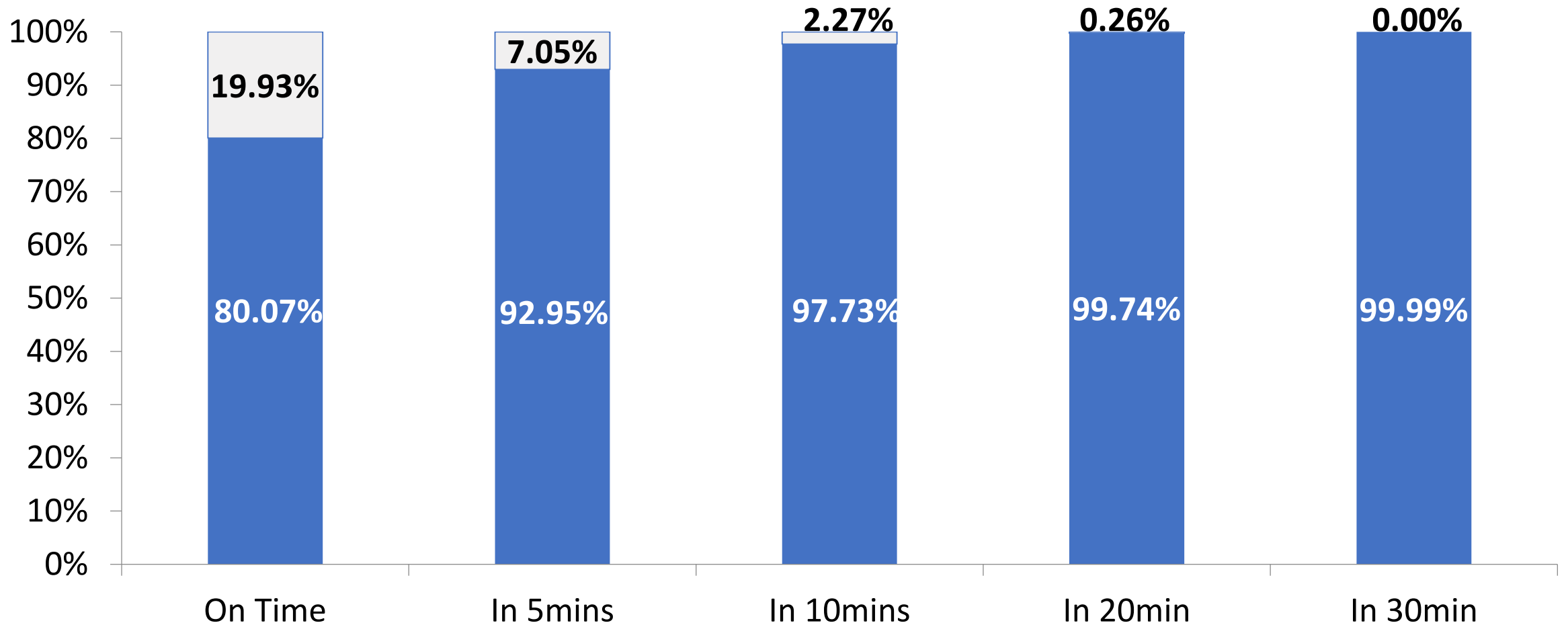
Powered by swiftQueue

[User Guide](#)

Print this page

- › Patients
- › Hospital appointments
- › Self Registration Kiosks
- › What to bring for your stay
- › Travelling to the Hospital
- Interactive Map
- › When I arrive
- › When can people visit you?
- › Infection prevention & control





% Patients who were seen On Time for Blood Test Appointment
Source Swiftqueue & St James Annual Report

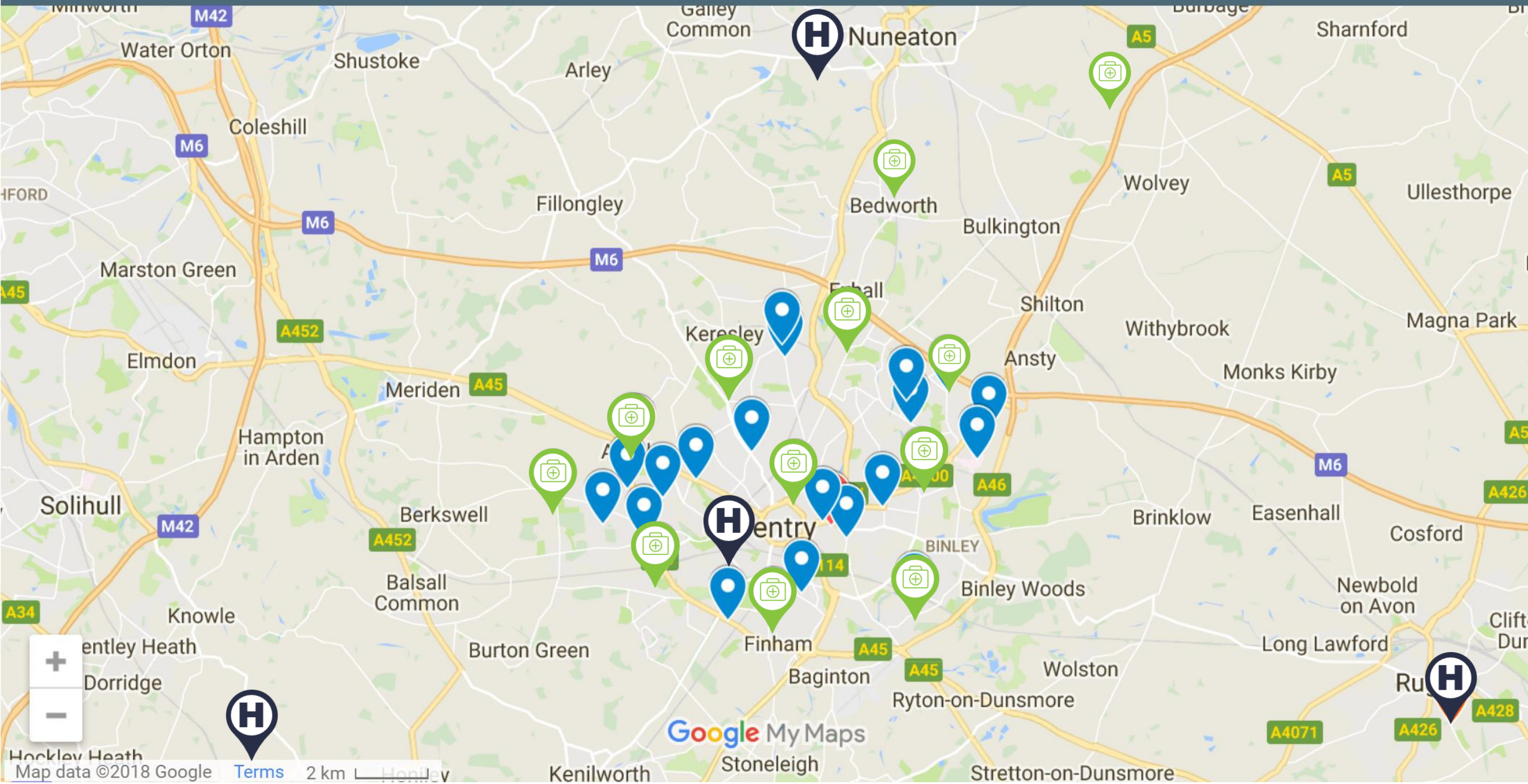


University Hospitals
Coventry and Warwickshire



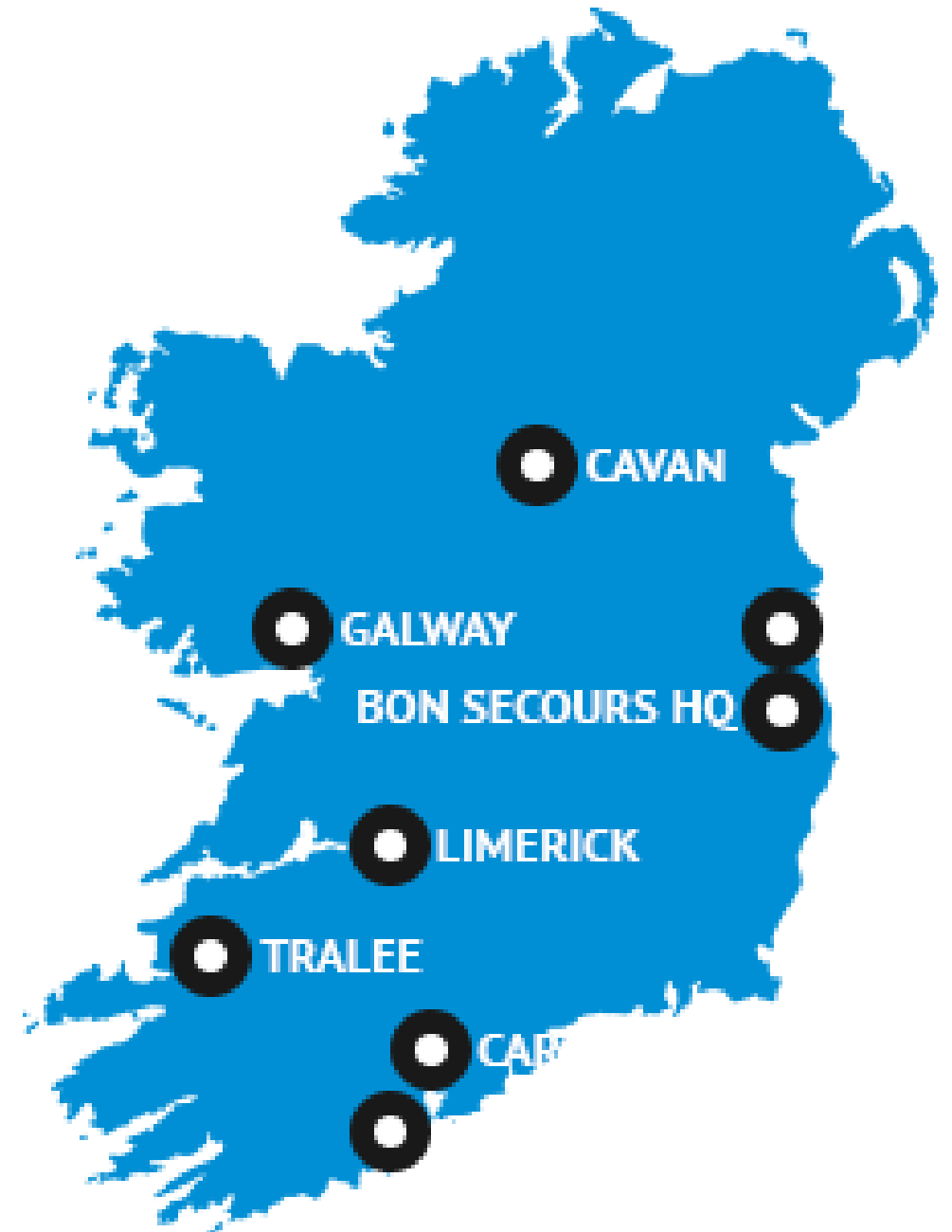
NHS Trust







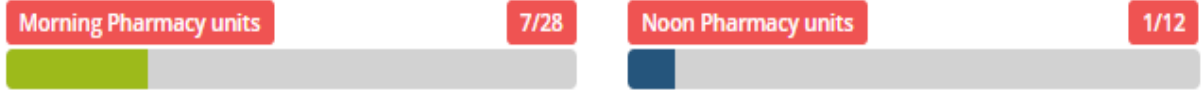
BON SECOURS HEALTH SYSTEM



Wednesday, 14th February 2018 | All Consultants

Export | Today | [Grid Icons]

60 Minutes | Show Cancelled



Chairs	Wed 14/02							
	07:30	08:30	09:30	10:30	11:30	12:30	13:30	14:30
Chair 1								
Chair 2	Brian Kelly (3) Folfiri - Colorectal Cancer Briar (08:30-10:30), Briar (10:30-11:30), Briar (11:30-12:30)							
Chair 3							Susan Murphy (2) mitoxantrone (13:30-14:30) Cycle 2 Day 2	
Chair 4								
Chair 5	Eoin Samra (2) Cisplatin/Winorelbine Lung Cancer							
Chair 6								
Chair 7	Susan Murphy (2) AC (DD)-T (weekly) - Breast Cancer Susa (09:30-11:30), Susa (11:30-12:30)							

Appointment Details

DETAILS | PATIENT FLOW | ACTIVITY

Patient Attendance: 100%

Veronica's Ward

Wednesday 14th February 2018 at 07:30

(No comments)

Brian Kelly

Folfiri - Colorectal Cancer

3

(No treatment type set)

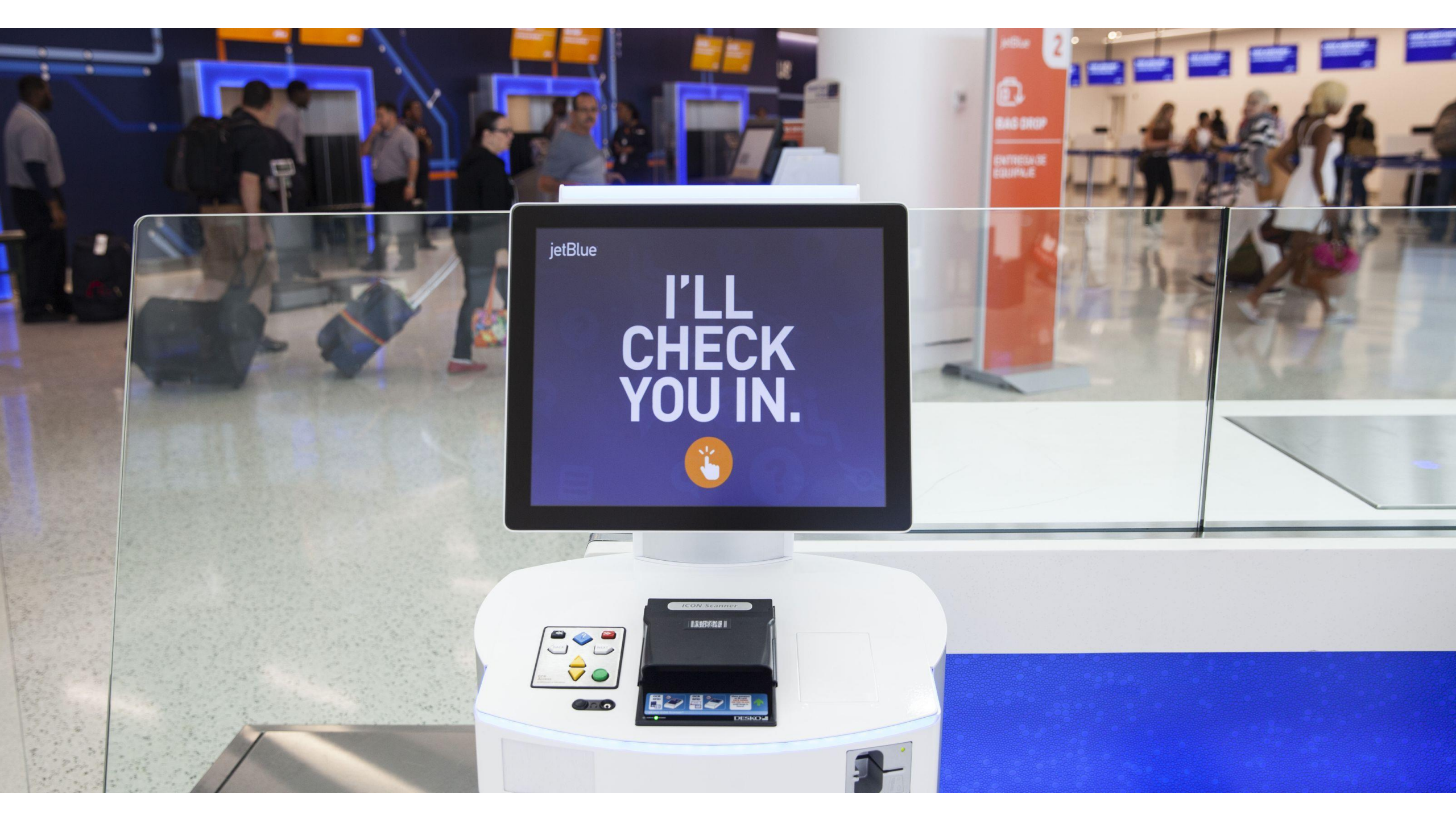
35376372849

jetBlue

I'LL
CHECK
YOU IN.



DESIGN

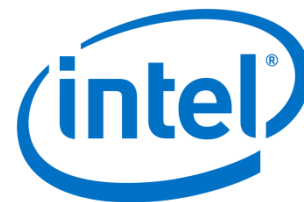


INNOVATION

PARTNERSHIPS



Digital



DELIVERING DIGITAL

TRANSFORMATIONS

Clear Communication: to articulate benefits for patients, administration, healthcare professionals and management.

Internal: Project vision to clearly communicate aims and objectives for all internal stakeholders.

External: Agreed plan for information sharing for patients, carers and GP community.

Engagement: Upfront multi-disciplinary team engagement eases the uptake of the new system, improves the feedback loop and incorporates constructive feedback into the project from the start.

Measurement: Focused business improvements require clear measurement, before, during and for the life the project deployment. Creating the baseline for further digital health transformation.



PROJECT GO LIVE

EXAMPLE



Overview



This month's stats

Clinic Stats



See what's happening in your clinic right now

On Time Analysis



Analysis of patient visits

Appointment Stats



Appointment related statistics

Booking Stats



Booking related reports

Clinician Report



Gain insights into your clinician's progress

Call Centre Report



View call centre agent bookings

Clinic Playback



Visually play back a day in your clinic

Hospital Group Stats



View statistics filtered by hospital group

Back

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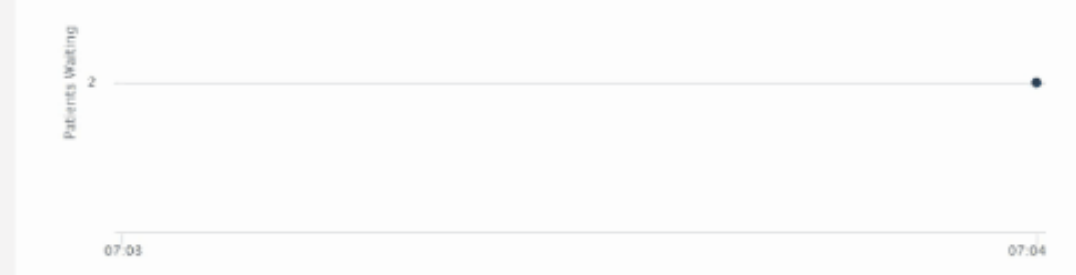
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LET'S TAKE THIS

ONE STEP FURTHER

1

How best should we integrate Primary, Acute, Virtual and Community Care for better outcomes?

2

Which Specialities, Departments & Clinics would benefit the most from Co-ordinated Healthcare?

3

Who would like to jointly workshop the benefits an integrated solution would bring to your Healthcare challenges?





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Thank you

Brendan Casey - CEO

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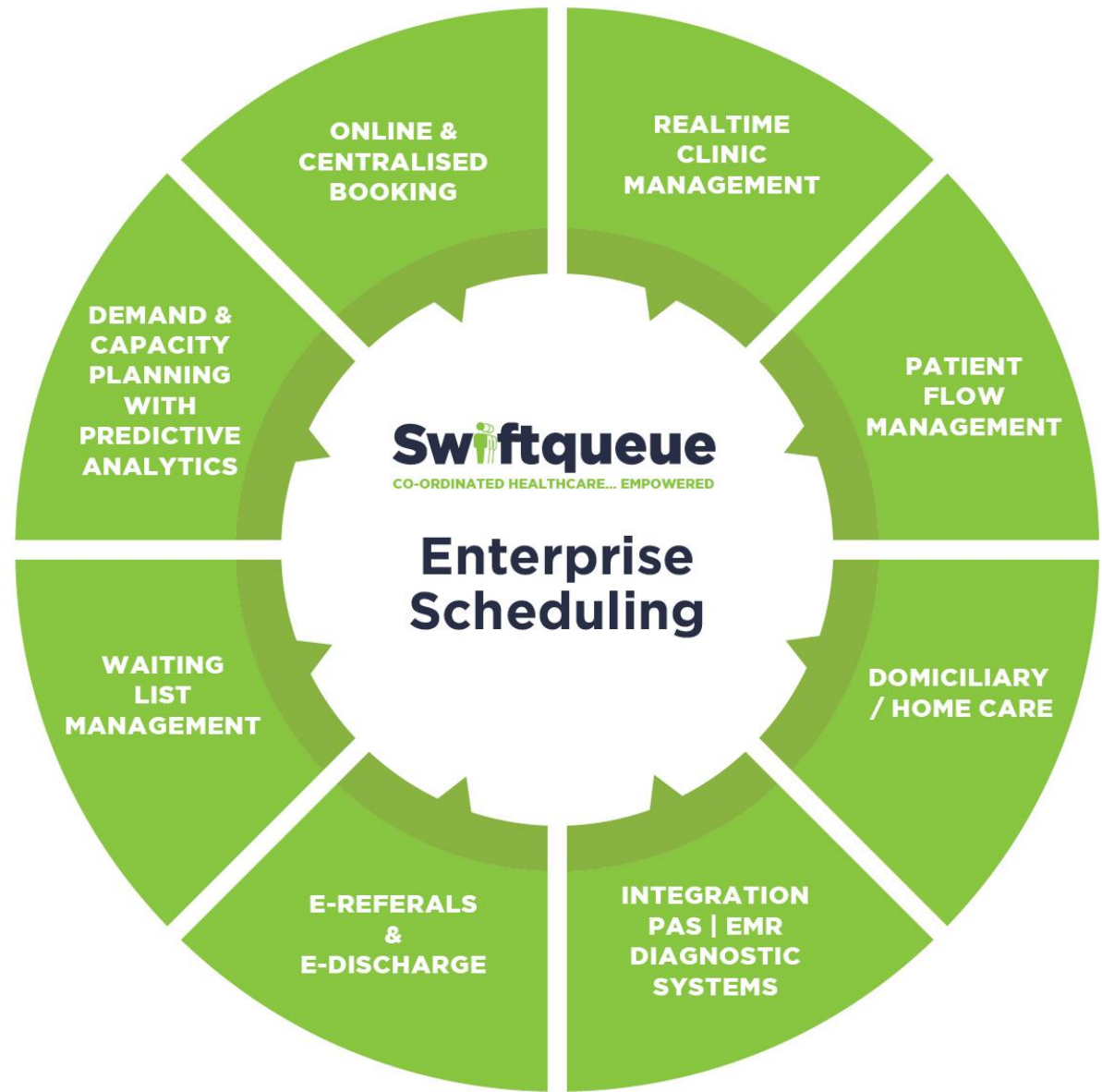
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