



ARDENTIA
Intelligent Business Intelligence

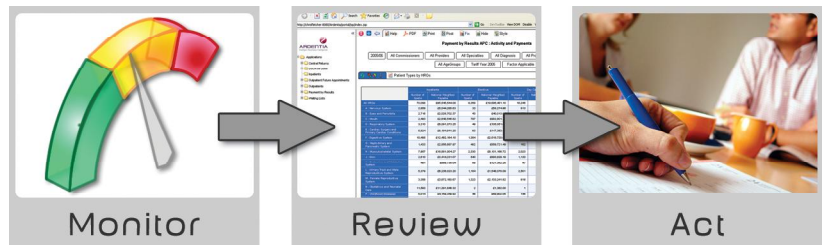
Performance Manager

Providing your people with the information they need to make the right business decisions

To make the right decisions in today's complex business environment it's essential that you have detailed knowledge of how your organisation is currently performing.

The easiest and most effective way to track performance is by using Key Performance Indicators (KPIs). Giving decision-makers throughout your organisation access to relevant KPIs provides them with the information that they need to make the right decisions at the right time.

In the HealthWare Performance Manager, you have a tool that represents a something completely new in healthcare KPI systems



- It was developed in direct collaboration with real healthcare users. Liverpool PCT worked with Ardentia to design the reports and functions provided and, above all, the KPIs that really matter for healthcare.
 - It is built on the proven Ardentia information management systems, and so all KPI values are drawn directly from actual activity data. This ensures that KPIs really reflect what is going on in your organisation.
 - You can drill through from any KPI to the individual patient records that contributed to it and view reports based on the same data as the KPI.
 - Actions can be added to each KPI to ensure that targets are met and performance levels are maintained.

HealthWare Performance Manager means that you never have to hunt for information. It means you don't have to take decisions on gut feel. It means you can really use evidence-based management.

That's going to help patients as much as it helps you. As you watch your key indicators change, you can intervene to take action in good time.

You can avoid bottlenecks so as to minimise waits for treatment. You can monitor actions to hit targets, e.g. against MRSA. You can check on patient satisfaction, so you deliver not just what they need, but what they want.

And you can monitor what it's all costing. It's vital to stay within budget and to hit your targets. Traffic-lighting in the Performance Manager tells you immediately where you need to concentrate to make sure you avoid serious slippage.

Information-rich yet intuitive: The simple to use Performance Manager interface

Ardentia HealthWare Performance Manager gives you the ability to define your own KPIs to suit your own needs. But so that you don't have to start scratch, it gives you a starting set of KPIs which you can then tailor, add to or remove from.

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Once you have decided on the KPIs you want, you can roll them out throughout your organisation. As Performance Manager is delivered over the web, you can provide your managers with the evidence they need for their decisions quickly, easily and wherever they need it.

KPI Dashboards

The entry point into Performance Manager is the KPI Dashboard, a personalised page for each Performance Manager user. The Dashboard contains only the KPIs that the particular user is interested in. The colour assigned to each KPI gives an instantly recognisable, visual indication of its status.

KPI hierarchies can be added to Dashboards, giving users both a high-level overview of performance in particular areas and then more detailed values.

In addition:

- Time-based trend tables and graphs show where any indicator is heading.
- Actions and the people responsible for them can be associated with each KPI
- Notes and documents can be attached to any KPI

Ardentia KPI Explorer

The Ardentia KPI Explorer allows users to browse all KPIs, viewing their status at a glance through colour coding and 'speedometer' charts.

The Action Workbench

The Action Workbench allows users to see the actions that are associated with their chosen KPIs.

A personal view of your organisation's information tailored to your specific requirements.

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In short, whatever their role in the organisation, every manager making performance-based decisions needs access to a Performance Manager Dashboard – it gives immediate access to the KPIs that matter, it shows KPI trends, what has been done to achieve targets and what still needs to be done – ensuring that managers have access to the information that they need to make effective decisions.

And because Ardentia's HealthWare Performance Manager is tailorable to your own KPIs, it can be made completely relevant to your specific concerns.

Isn't it time you were talking to us about getting your own HealthWare Performance Manager installed?

To get Performance Manager, contact Ardentia today!

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