

Helse Vest automates data aggregation and KPI reporting with Corporater



Customer Name

Helse Vest

Industry

Healthcare

Company Size

29,000 employees
50 hospitals / institutions

Geography

Norway

Corporater Solutions Used

Performance Management

Helse Vest is a state-owned regional health authority responsible for operating the hospitals in the counties of Rogaland and Vestland in Norway.

Helse Vest RHF (Regional Health Authority) has overall responsibility for providing specialised health services in the counties of Rogaland, Hordaland and Sogn og Fjordane. Its role is to ensure that around 1.1 M residents in the region receive the specialist health services they are entitled to. Helse Vest is one of four regional health enterprises in Norway and is directly subordinate to the Ministry of Health and Care.

The Challenge

The Reliability and Availability of Data

With more than 50 institutions, a fragmented IT infrastructure, and rigorous rules for anonymity and data safety, the challenge was to find a solution that met the set standards. Helse Vest needed to make survey results available to all the management levels in the organization, while at the same time securing the respondents' anonymity. After the surveys were completed, Helse Vest had to follow-up with reports presenting the corrective actions taken. In addition, the surveys had to be followed up on and commented on at regular intervals.

The Solution

Corporater Business Management Platform

Corporater introduced Helse Vest to Corporater Surveyor module, which was integrated into Helse Vest solution. Results from surveys were imported into the BMP and aggregated and presented in the solution, where comments and initiatives could be applied.

The module, based on Google web technology, handles the data and complies with rules for traceability and anonymity of respondents. It distributes the survey through satellite servers, ensuring safe and hassle-free data collection. The information gathered helps management take corrective actions, and the BMP measures these initiatives based on set KPIs.

“Conducting surveys and taking corrective action was a manual and time-consuming process, and we needed a tool that automated the entire process, yet abiding the rules on anonymity and data safety.”

Inger Helen Berge

IT consultant, Helse Vest



Corporater Business Management Platform at Helse Vest

Any survey's credibility depends on a high response rate. In the case of a patient safety survey, there are a number of challenges with infrastructure and a need for multiple ways to complete the survey. These challenges could have potentially reduced the response rate below the required minimum of 70 percent.

The Surveyor tool at Helse Vest was a great success, with a response rate that exceeded the 70 percent requirement.

In total, 17,000 employees responded. The responses were collected via email-distributed logins, letters with links and usernames/passwords, open surveys, paper-based surveys, and other options.

Furthermore, initiatives based on the survey results could be monitored for performance, based on the set KPIs for each department.

The solution presented a survey module within the Corporater BMP that met all of Helse Vest's needs and delivered these benefits:

- Ability to add localized questions to the predefined set of standard questions
- Immediate presentation of results at the lowest aggregation level
- Aggregated data provided at all levels
- Ability to track results over time
- Reports, including comments and initiatives, available for all levels
- Implementation of the solution at private institutions in the region

The Results

The implementation of Corporater at Helse Vest led to:

Automated Survey Management

The team at Helse Vest can now set up and distribute surveys for employees and patients that follow all applicable rules and regulations for confidentiality. Results are automatically uploaded and presented in the Corporater BMP and are available to all levels of management.

Improved Management Reporting and Transparency

Data aggregated across departments has led to better management reporting and increased transparency among departments. The real-time reports have created visibility for senior management, who can dive deep into performance nuances by department, KPI, targets, and other criteria.

"Corporater BMP has been highly flexible in capturing and combining the survey data from all of our hospitals and can easily turn them into action items that are measurable."

Inger Helen Berge
IT consultant, Helse Vest



Well-Managed Strategic Initiatives

Helse Vest implemented several strategic initiatives based on survey results from various departments. The BMP allows management to measure the performance of these initiatives and analyze their contribution to achieving desired outcomes and managing risk.



About Corporater

Corporater is a global software company that enables medium and large organizations worldwide to manage their business with integrated software solutions for governance, performance, risk, and compliance built on a single platform.
www.corporater.com