



# Monitoring the pulse of hospital operations

St John of God Health Care – Australia’s third largest Catholic not-for-profit healthcare provider with 23 facilities and more than 13,000 employees – wanted to improve every patient’s experience while enhancing efficiency both for surgeons and the hospital’s busy operating theatres. The organisation’s vision called for a futuristic, data-driven ‘clinical command centre’ at St John of God Murdoch Hospital, and it relied on KPMG’s data and analytics experts to bring its vision to life.

The command centre, now the epicentre of theatre operations, features a wall covered with digital screens and electronic dashboards that track each patient’s ‘surgical journey’ – from arrival, prep and surgery, to post-operation monitoring and movement to a recovery ward. Colour-coded lights communicate the status of patients, doctors and current staffing levels. The dashboards are available on screens throughout the theatre complex to ensure front line staff have visibility of the real-time information relevant to the work that they do.

The new command centre is contributing to a modern digital culture in which data now drives workflow, performance and decision-making. Front line staff discuss the important issues by exception and are much more aligned in their efforts. St John of God Health Care has now established similar command centres in other hospitals.

We deliver the results that matter.