



Continuum Health Partners is the parent company of a New York City based nonprofit hospital system that is comprised of four historically distinguished hospitals: Beth Israel Medical Center, St. Luke's - Roosevelt Hospital, Long Island College Hospital, and The New York Eye and Ear Infirmary. With 2,710 beds, more than 126,000 in-patient discharges a year, and approximately 1.2 million ambulatory visits system-wide Continuum operates in one of the most competitive healthcare markets in the world by providing high quality patient care and specialty services to the New York metropolitan area.

Website: www.WeHealNewYork.org

APPLICATION INFORMATION

Primary Users:

- Hospital Administrators/Executives
- Service-Line Managers
- Decision Support Staff

Continuum wanted to automate the report creation and delivery process to provide service line managers and administrators with rapid access to information specific to their role. By using DivePort to provide users with consolidated views of operational performance metrics, Continuum was able to support their user community with self service reporting capabilities. Users are able to easily access detail data from the main dashboard page in order to answer their questions thereby substantially decreasing the number of additional information requests that filtered through the Decision Support group.

Benefits:

- Free up time spent aggregating and formatting reports .
- Provide the Decision Support group with the ability to analyze data to proactively identify trends that impact organizational performance.
- Better information access ensures resource allocation decisions are made in a timely manner.
- React quickly to shifting market factors such as changes in government reimbursement rates by decreasing 'time-to-information' for decision-makers.

