

How Does Mercy Use Big Data to Help Keep Patients – and Nurses – in Good Health?

Millions of patients across seven states in the U.S. Midwest depend on Mercy, one of the largest Catholic health systems in the nation, for compassionate healthcare services to restore and maintain their well-being. With more than 40 hospitals and hundreds of clinics, Mercy builds on its rich legacy to bring the right services to the right location at the right time, ensuring that patient needs are met by the technician, nurse, or doctor – at a cost affordable to the organization and to its patients. That means Mercy can provide excellent care while also being a good steward of its resources.

Mercy chose SAP® BusinessObjects™ Business Intelligence solutions, SAP Predictive Analytics software, and SAP Lumira® software running on the SAP HANA® business data platform to gain visibility into scheduling operations. The health system wanted to limit leakage of full-time nurses' hours – the number of hours full-time nurses did not work although they were available. Managers now have access to an enterprise-wide view of capacity utilization, and nurses have more predictable schedules they can plan their lives around. Preventing hourly leakage has saved Mercy \$4.3 million in contingent labor costs over nine months. Those funds can now be redirected toward providing the finest care for patients.



“Using predictive analytics, we’re able to understand when and how we risk underusing our valuable human resources. Then we can redirect them where they’re needed and **operate at full capacity.**”

Kyle Falkenrath, Director of Labor Strategy Alignment and Governance, Mercy

Nearly two hundred years ago, the Sisters of Mercy took a vow of service that translated into face-to-face engagement with the sick in their community. To adapt that tradition to the needs of today, the health system that now goes by Mercy operates both a network of hospitals and clinics and a virtual care center that extends its reach outward across the nation. The mission has always been the same: to bring to life the healing ministry of Jesus through compassionate care and exceptional service.





Bringing Both Patients and Caregivers the Best Services with SAP® Solutions



Mercy
St Louis, Missouri
www.mercytechnology.net

Industry
Healthcare

Products and Services
Hospital in-patient and outpatient services in clinics and over the Internet

Employees
44,000

Revenue
US\$5 billion

SAP® Solutions
SAP HANA business data platform, SAP® BusinessObjects™ Business Intelligence solutions, and SAP Lumira® software

Midwest healthcare leader Mercy implemented SAP Predictive Analytics and SAP Lumira for data management and advanced analytics to support innovations in resource scheduling. In the first year, the organization saved millions in agency labor costs, raised caregiver satisfaction levels, and brought even richer and timelier services to its patient communities.

Before: Challenges and Opportunities

- Harness Big Data to gain oversight into scheduling periods, fill rates, and cancellations
- Use predictive analytics to determine points at risk for leakage of its nurses' hours and adjust resource assignments accordingly
- Increase ministry outreach and expand the service portfolio

Why SAP

- Universally respected data management and predictive analytics solutions
- Deep insight into the challenges for healthcare providers in the digital age
- SAP HANA business data platform and advanced analytics already operating successfully at Mercy

After: Value-Driven Results

- Elimination of manual report collation thanks to an overview of all resource management factors in one solution
- Insight into performance trends to help forecast care needs by type, location, resource, and cost
- Operational efficiencies to bring affordable services – and more services – to patients throughout the network
- Greater employee satisfaction through predictable and reliable scheduling that helps caregivers plan time off
- Built-in capacity for innovation to stay ahead of emerging issues in the healthcare market

“Now that we’re improving the use of Mercy’s nursing staff and being better stewards of our resources, we believe it will lead to better care and more satisfied patients.”

Michael Gillen, System Vice President of Operations, Mercy

~200 years

Length of Mercy’s legacy of serving its communities

\$4.3 million

First-year savings in agency labor costs to fill unexpected staffing gaps



See how Mercy reduced leakage of its nurses’ hours and saved more than money with SAP solutions.



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