

RESOURCE SCHEDULING DATA MART

- MANAGEMENT TOOLS FOR OUT – PATIENT APPOINTMENTS -

The resource scheduling data mart contains information from Siemens Resource Scheduling. A “resource” is any provider or service that can be scheduled for appointments. For example, they include a physician in a clinic and a CAT scan or mammography machine. The fields include:

- Medical Record Number
- Date and Time of the Appointment
- Attend Time (Patient Arrives)
- Depart Time (Patient Leaves)
- Time the Appointment Ends
- Date the Appointment was Made
- Status Code (Pending, Attended, Canceled, Reappointed, etc.)
- Appointment Type (New, established, etc.)
- Clinician Name
- Clinician Group(s)

Ordinarily, this information is purged from the system after eight weeks. The data mart stores this information indefinitely for future process improvement projects and other research. Currently, over 5000 resources are tracked and there is no limit to the number of resources that could be tracked. In addition, the system can expand to track additional variables if needed for future research and process improvement activities.

All software and hardware used in the Resource Scheduling Data Mart are off the shelf, which leverages standard market products, training and personnel.

Currently, the data mart is used for a variety of calculations including show rates and next available appointments for new visits. The data have even been used to build a computer simulation to test different over-booking rates. Hospitals, clinics and providers use the data mart for clinic improvement efforts and to track local variation in length of stay, show rates, and provider productivity.