



Case Study

The Hospital for Sick Children (SickKids)

Toronto, Ontario, Canada

SOLUTIONS USED: APOS PUBLISHER,
BURSTING MANAGER

BACKGROUND:

The Hospital for Sick Children (SickKids) is recognized as one of the world's foremost paediatric health-care institutions and is Canada's leading centre dedicated to advancing children's health through the integration of patient care, research and education. Founded in 1875 and affiliated with the University of Toronto, SickKids is one of Canada's most research-intensive hospitals and has generated discoveries that have helped children globally. Its mission is to provide the best in complex and specialized family-centred care; pioneer scientific and clinical advancements; share expertise; foster an academic environment that nurtures health-care professionals; and champion an accessible, comprehensive and sustainable child health system. SickKids is proud of its vision for *Healthier Children. A Better World.*

CHALLENGE:

Modern medical care has become extremely information driven, and integrating the clinical, research and educational facets of medicine at SickKids is an ongoing challenge for those charged with guarding and distributing that information and administering a large number of information-intensive business processes. SAP BusinessObjects is an ingredient in that information mix.

Business intelligence fills the information needs of a number of departments within SickKids:

- **Research Training Centre and faculties** - tracking the histories of scientists and trainees within the hospital
- **Grant Management Office** - tracking the funding that goes into studies run by SickKids
- **Research Ethics Board** - tracking the review processes research studies associated with SickKids
- **Radiation Safety Office** - tracking radiation in use within the hospital

The Research Ethics Board (REB) is responsible for reviewing and approving research studies on an annual basis. Each month, they review 200 or more studies connected to the hospital, requiring them to communicate with multiple contacts per study. In the past, this process was very labour-intensive, and



involved a group of coordinators at the Research Ethics Board creating, printing and folding renewal letters, stuffing them into envelopes, sealing envelopes, printing labels, and mailing them. This process ate up about half a day for 4 people, once a month, year in, year out. Time is of the essence in managing research studies, and SickKids needed to find a way to automate this process, reduce the potential for human error, and liberate its resources to do higher-value work.

SOLUTION:

Recently, just after SickKids upgraded to SAP BusinessObjects BI 4.1, we had a chance to talk with Asanga Mallikage, the senior programmer and analyst at SickKids who is responsible for developing and administering many of these information processes. He provided an inside look at how the REB study review process has changed since SickKids implemented the **APOS Bursting Manager** over nine years ago.

Mr. Mallikage administers an in-house application known as the Integrated Database Application (IDA), which contains over 200 tables, against which approximately 300 reports have been written via SAP BusinessObjects. That report total is complemented constantly by ad hoc reports for the purpose of forecasting, and to gather metrics on research activities.

Mr. Mallikage highlighted the study approval process at the SickKids Research Ethics Board. When a study is approved, that approval is valid for one year. On a monthly basis, a query determines which studies are up for renewal. The results of that query are used by Bursting Manager to send a personalized email to the contacts associated with the study. The email includes a multi-page questionnaire as a PDF attachment.

In any given month, there can be 200 or more studies up for renewal. Each study has multiple contacts, so the number of emails sent out by Bursting Manager is between 250 and 350.

After the renewal emails go out, the study representatives fill out the form and return it to the Research Ethics Board. The REB meets twice per month to review study renewals. A study can be reapproved, closed, or lapsed (when a renewal application is not received). After the first REB meeting, a burst relays the new status of each study to the contacts named for the study.

WHY APOS?

APOS solutions simplify, automate, complement and extend your BI platform management practices.

Bursting Manager, part of the **APOS Publisher** well managed BI solution, is a complete SAP BusinessObjects publishing solution. Bursting Manager lets you:



- Slice information using parameters/prompts, filters, or selection formulas
- Burst highly flexible and customizable documents using the key SAP BusinessObjects content types, including Crystal Reports, Web Intelligence, Desktop Intelligence, Xcelsius, report packages and any combination of these
- Burst Xcelsius to numerous formats, including SWF, PNG, PDF, XLSX
- Load dynamic lists of parameters and values

Mr. Mallikage has direct experience with the ROI provided by APOS Bursting Manager:

We developed an in-house database solution to manage our data, but we purchased the APOS Bursting Manager to help us get information to the right people when it is needed. The combination of SAP BusinessObjects and Bursting Manager has made us agile in dealing with the management of research studies, and has allowed us to effectively allocate our resources.

Formed in 1992, APOS Systems is a global provider of solutions which enable well managed business intelligence. APOS solutions improve the return on your BI investment through enhanced BI platform management, providing automated and simplified administration, detailed platform auditing and monitoring, robust archive, backup and restore capabilities, enhanced content publishing and distribution, detailed BI query awareness and controls; and targeted solutions to speed and streamline your platform migrations.

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