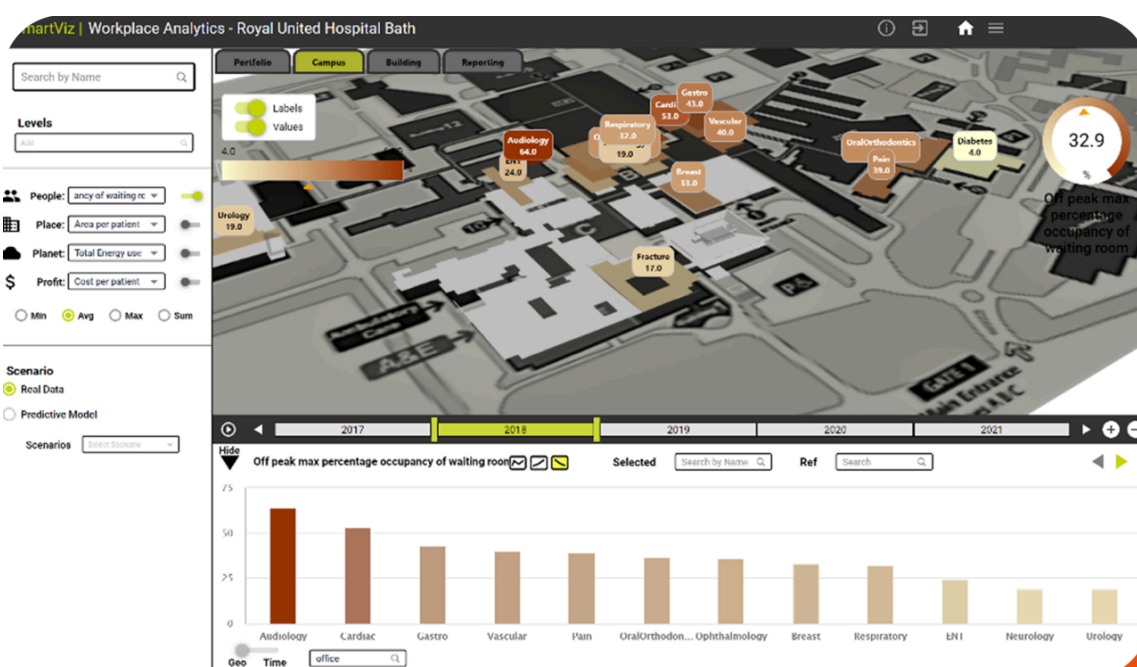


# How SmartViz helped Royal United Hospital:

Improve outpatient department operations, enhance patient experience and maximise space utilisation.



**"The SmartViz platform provided the objective tool to confirm how underutilised our spaces were. The team helped us understand how the hospital works in practice, and saved over £3m by consolidating our spaces."**

Howard Jones, Director of Estates, Royal United Hospital Bath

## Background

Royal United Hospital Bath was working on a large project to reconfigure its estate.

## Challenge

As part of this project they faced several challenges, including:

### **Lack of data and insights:**

The hospital lacked detailed data and insights on how their outpatient departments were being utilised, which made it difficult to optimise space utilisation and improve operational efficiency.

### **Inefficient use of space:**

Inefficient utilisation of clinic rooms and waiting areas, patient profiles, service times and waiting times resulted in decreased operational efficiency and poor patient experience.

## Solution

### **Data gathering and analysis:**

We collected data from clinic timetables, anonymised appointment data, and a comprehensive survey of 14 outpatient departments capturing real-time utilisation of clinic rooms and waiting areas, patient profiles, service times and waiting times – during peak and off-peak periods. Read more about the [occupancy monitoring techniques](#).

### **Dynamic modelling and [data visualisation](#):**

We constructed dynamic models for focal departments to test options for co-locating and optimised timetabling. Read more about the [data visualisation techniques](#).

## Impact

### **Enhanced patient and staff experience:**

Improved utilisation of clinic rooms and waiting areas, streamlined service times and waiting times led to a better patient and staff experience.

### **Improved operational efficiency:**

Optimised timetabling and co-location of services led to improved operational efficiency, freeing up staff time and reducing patient waiting times.

**Better space utilisation:** SmartViz's data-driven approach enabled RUH to optimise their outpatient departments' space utilisation, reducing the need for additional facilities.

**"I believe this innovative work at the RUH Bath should pave the way for major capital projects and estate strategies across the NHS."**

Howard Jones, Director of Estates, Royal United Hospital Bath

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