



ANALYTICS



Cairns and Hinterland
Hospital and Health Service

Qlik® transforms data for better healthcare



About Cairns and Hinterland Hospital and Health Service

For the Cairns and Hinterland Hospital and Health Service (CHHS) Sexual Health Service, making sense of vast amounts of data is vital to delivering quality public health services across remote communities. The team provides free, confidential testing and treatment for sexually transmitted infections, but manual data collection using spreadsheets was slow and inconsistent. Qlik Sense® now enables staff to capture and map key data, track high-risk groups, and better understand patient behavior, all crucial for early detection and prevention of disease spread.

“Our dream was to be able to make clinical decisions according to accurate live data, with codesigned dashboard collection and presentation. Qlik provides us with data at our fingertips, enabling us to make more informed decisions.”

Dr. Jacki Mein, Clinical Director, Cairns Sexual Health Service



Customer Name

Cairns and Hinterland Hospital and Health Service

Industry

Healthcare

Geography

Cairns, Australia

Function

IT

Challenges

- Handle multiple internal data sources
- Inefficient resource allocation and medical facilities
- Save time on meaningful business and medical decisions

Solution

Deployed Qlik Sense to seamlessly bring all relevant data together for detailed analysis.

Results

- Error-free and timely data collection from multiple sources
- Improved efficiency on resource allocation
- Visualization of trends for better decision making

Inefficient resource allocation and poor data collection

The CHHHS' Sexual Health Service offers specialized, confidential, and free services for testing and treating sexually transmitted infections, including HIV and hepatitis. However, data collection was manual, sporadic, and time-consuming, relying on basic tools such as spreadsheets and simple databases.

The CHHHS broader network covers an area of 142,900 square kilometers, serving a population of around 250,000. The network includes nine hospitals, 11 primary health sites, and several community, mental health, and specialist facilities. Cairns Hospital, the only major referral center in Far North Queensland, also provides care to the residents of Cape York and the Torres Strait.

Medical staff attend to around 75 patients daily, ranging from First Nations peoples to seasonal backpackers, and patient numbers surge during peak travel seasons. Tracking high-risk groups was difficult because of unclear, inconsistent information. Past manual systems made planning a challenge and offered little insight into how best to reach and support vulnerable groups. CHHHS needed a solution to provide better patient outreach and deliver stronger community impact.

"As we see more than 1,400 patients per month, we needed to prioritize effectively to ensure that our most vulnerable people are always able to be seen. The dashboard helps us to identify priority groups and whether we are doing enough in the community to ensure they have access to our services," says Dijana Cukanovic-Krebs, A/Nurse Unit Manager, Cairns Sexual Health Service.

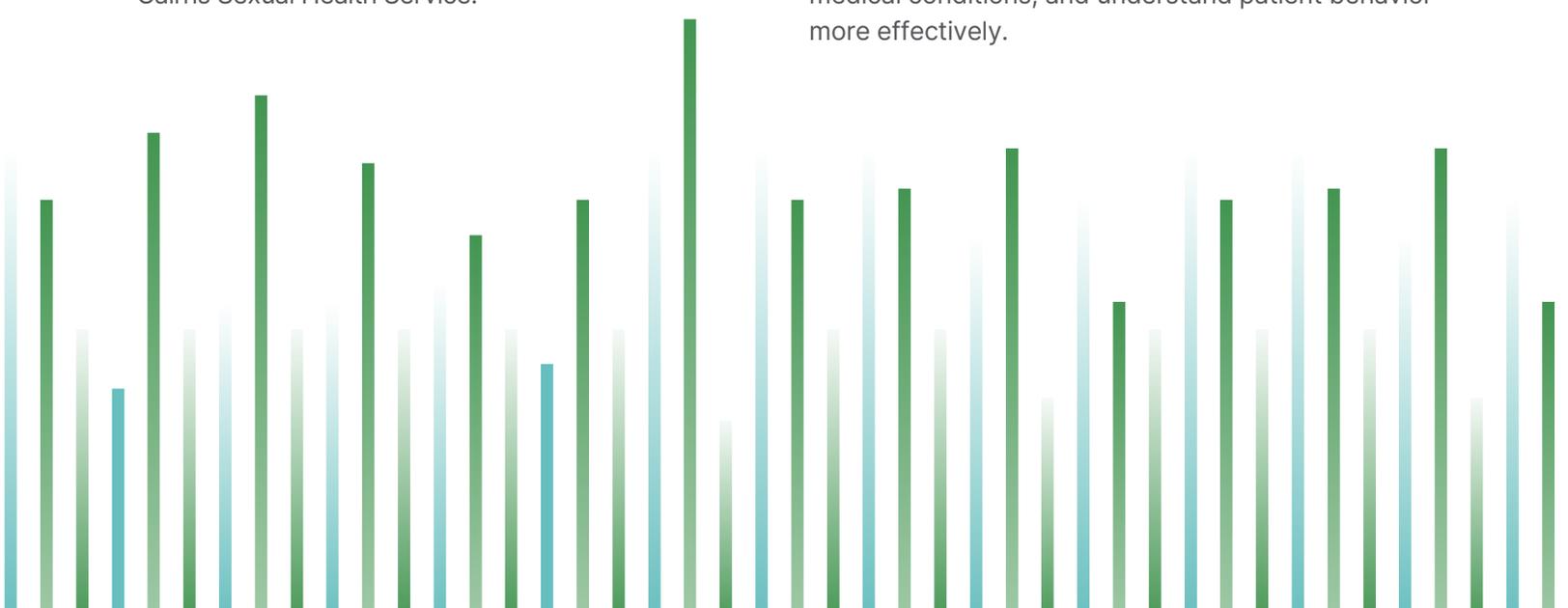
Transforming care through collaboration and analytics

CHHHS began its digital transformation journey with Qlik Sense more than five years ago, leveraging its capabilities to make sense of complex healthcare information. Often, the challenge in data management lies not in technology but in communication. While Dr. Jacki Mein, Clinical Director, Cairns Sexual Health Service, initially approached business intelligence tools with skepticism, she is now a firm advocate, recognizing the value Qlik brings to clinical workflows.

"The reason why other dashboards fail is because of the lack of clear communication between the clinician and the digital experts," says Dr. Mein. "But this is not the case with Qlik." Mein says the tenacity and collaborative spirit between clinicians and digital specialists have fueled open ongoing conversations that help refine solutions and meet medical teams' real needs.

"I've worked on many dashboards over the years for various projects. Unfortunately, many fail because there's no buy-in from end users. But with CHHHS, there's a strong commitment and drive from the Sexual Health management team, which keeps this initiative constantly developing and improving," concurs Rhys Mountford-Jones, Senior Performance and Intelligence Analyst, Casemix and Clinical Costing team.

The partnership has paved the way for CHHHS to tap into Qlik's ability to customize queries for its needs. This includes harnessing Qlik's ability to capture demographic profiles, locations, risk factors, and medical conditions, and understand patient behavior more effectively.





For instance, analyzing HIV data revealed critical insights about its impact on vulnerable groups such as the homeless, Aboriginal and Torres Strait Islander communities, and individuals facing substance abuse issues. Mapping this information has improved healthcare accessibility and supported outreach planning for remote populations.

CHHHS has also eliminated laborious manual entry with Qlik's features to automate patient attendance tracking. Qlik's seamless processing now enables smoother workflows, ensuring staff can focus more on care delivery than on data entry.

Reaching more patients with Qlik

With Qlik, CHHHS Sexual Health Service can now access accurate, consolidated data to respond proactively and reach more patients in Far North Queensland. Dr. Mein says that Cairns serves as the gateway for north-south travel in Far North Queensland and is a vital conduit to Indigenous communities and travelers. As a public health provider, being able to identify and treat people early is vital to limit the spread of infectious diseases.

Through improved data collection and analysis, CHHHS Sexual Health Service has confirmed the success of actions taken to increase outreach to Aboriginal and Torres Strait Islander patients, where access to services has increased from 9% to 13% within three months.

Previously, patient referrals for social work support were shared via email, a process that slowed productivity, added stress for staff, and, more importantly, delayed care for those who needed it most. Daily reporting has changed this.

Social workers can now prioritize cases, schedule appointments, and document plans directly within electronic medical records, saving time and eliminating repetitive manual tasks. Similar workflows are being extended to the psychology and pharmacy teams. With Qlik eliminating double handling and human error, staff now benefit from near-real-time insights.

The dashboard also tracks key clinical metrics, such as rising prescription rates for specific medications, providing measurable indicators of quality improvement and allowing executives instant access to performance data.

Other benefits include identifying treatment trends, optimizing patient care plans, and analyzing billing data to distinguish between Medicare and non-Medicare patients, offering a clearer view of international visitors seeking care.

As a community-based service outside the hospital, Qlik has empowered CHHHS to easily access, export, and present data that demonstrates performance and quality improvements.

“What’s made a real difference,” says Cukanovic-Krebs, “is getting to know our amazing digital team and the ongoing, two-way learning between clinical staff and electronic medical records and Casemix teams, they understand our business and they deliver on what they promise.”

“Data, like client figures, their geographical region, age range, and risk factors, are put together to give us a picture of who is most vulnerable. With Qlik, we can make decisions and benchmark that against the expected outcomes of national and state-wide guidelines,” says Dr. Mein.

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accessible to everyone**

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About Qlik

Qlik transforms complex data landscapes into actionable insights, driving strategic business outcomes. Serving over 40,000 global customers, our portfolio leverages advanced, enterprise-grade AI/ML and pervasive data quality. We excel in data integration and governance, offering comprehensive solutions that work with diverse data sources. Intuitive and real-time analytics from Qlik uncover hidden patterns, empowering teams to address complex challenges and seize new opportunities. Our AI/ML tools, both practical and scalable, lead to better decisions, faster. As strategic partners, our platform-agnostic technology and expertise make our customers more competitive.

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