



Ambrosia Infotech

"Synergising Minds"

The Client

The Home Health Care Software Application is for home health care agencies. Home health Care Agencies help elderly; disabled, ill, and mentally disabled persons live in their own homes or in residential care facilities instead of in health facilities. Most personal and home care aides work with elderly or physically or mentally disabled clients who need more extensive personal and home care than family or friends can provide. Some aides work with families in which a parent is incapacitated and small children need care. Others help discharged hospital patients who have relatively short-term needs. The client is HHA agency based out of US.

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The Client



Ambrosia - Overview

The requirement was to automate the entire flow of a Home Health Care Agency and provide an end to end process management platform

Some broad functions required for this system were:

- Plan of Care Management
- Complete Patient Management
- Task management system
- Automation of Workflow
- Calendar of Events
- Integration with HIPPS
- Support for OASIS formats
- Episode Creation and schedule management for episodes
- Visit Management
- Detailed Reporting

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Overview



Ambrosia – Challenges

- The system needed to be extensible and scalable
- Support for EDI transmissions to external applications
- A huge amount of Business Intelligence effort needed to be done for which a centralized data repository needed to be made. Using this complex reports were to be generated relating to patient, billing, schedule, episode etc.
- Alerts and notifications
- Shared Calendar allowing superiors to block calendar times and allocate tasks
- User role based access to the system
- MIS systems needed to be developed wherein the summary reports of the day were automatically sent to the senior management.
- Other than the technical challenges, because the HHA was totally dependent on its current system/processes for the running of its entire business, a detailed implementation planning needed to be made which could ensure that no loss of any kind happens. The timelines were very aggressive because the client wanted to move to the new system as soon as possible.

Challenges

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Ambrosia –Solution

The system was developed on 3-tier architecture using the J2EE.

Key features of the solution were:

- The patient module, which stored the patient details
- Extensive data warehouse was created to store data
- Extensive reports were created for the senior management to have a snapshot view of their business performance for the day/week/month/year.
- Support for industry standards like HIPPS, OASIS
- Mobile interface for capturing data during visits
- An automatic alert system was developed which sent messages to the concerned employees about possible events occurring in the operation defined by operation rule/constraints
- Task Management System
- All this was done following Ambrosia's proven Delivery and Project Management methodology, which ensured high quality, lower development time, significantly lower time to go-live, efficient and cost-effective training and hand-over

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Solution



Ambrosia – Benefits

Some key benefits of the engagement for the client:

- Complete Automation of the entire flow of their operations
- Access to an experienced team of technology professionals
- Cost-effective solution
- Committed deliveries
- Weekly Project Status reports
- Proper risk evaluation and mitigation process
- High standards of delivery and quality

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Benefits



Ambrosia – Approach

The Ambrosia delivery model ensured a seamless transition of processes without any disruption to the existing operations – including a phased transition of operations.

Key features of our approach were:

- Worked closely with the client to ensure strong security and confidentiality across the processes
- Complemented through recruitment of highly skilled and qualified staff
- All target dates for the live processes were met on time or ahead of time
- Ensured seamless transition from legacy to live system with thorough hand-holding at go-live stage and proper documentation of the system
- Following defined Project Management methodology resulted in phase wise rollout of the system.

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Approach

