
A SOCIAL MOBILE PLATFORM TO MANAGE POPULATION RISKS

health and strengthen collaboration
and communication



Service: Product Engineering & Innovation, Digital Experience, Microsoft

OVERVIEW

The customer is a 30-year-old US based integrated health solutions company, managing 50mn+ members in various Medicaid programs through 80+ partnerships. The need was to provide a collaborative and integrated platform for patients and the care providers, to realize efficient, effective care delivery, population health trends and diversity.

CHALLENGES



Understand diverse patient, aging population to craft smart care delivery mechanisms to treat rising chronic diseases



Address the needs of high-risk populations with more aligned, coordinated care powered by real-time communication and collaboration workflows, and closed circles

SOLUTION

Designed, developed an award winning, patient-centric care collaboration mobile app that connects the entire care coordination, delivery team to

- 1** Drive communication with social messaging in the context of the patient's care timeline
- 2** Personalize care experience to connect care relationships in closed circles
- 3** Enable message among family and friends in a patient's/member's circles to communicate directly with everyone about the member's health condition
- 4** Manage Timeline updates, events like appointment requests, reminders, hospital admissions and discharges, medication schedules and refills, lab results, health articles and tips etc



OUTCOMES

- Efficient care coordination, Cost optimization
- Faster and Quicker care delivery making tremendous impact on the population's health through - risk stratification, patient engagement, outcomes measurement
- Minimized unnecessary acute, chronic care events and gaps in care delivery
- 99.5% Availability
- 90-95% Transactions completed in 3 seconds



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