Intuitive Self-Service Patient & Payers Touchpoints, for a Leading US Healthcare Software and Consulting Company

Client

A leading US based healthcare product company, known for their innovative, purpose-built technology products and solutions, for commercial and government organizations.

Challenges

The client was looking to:

- Optimize end-to-end patient journeys and payer touchpoints.

- Provide business-specific predictive and prescriptive insights to prevent fraud, wastage & abuse.

- Guide a leading purpose-built healthcare software product company to achieve its goals by helping its human service departments optimize customer interaction channels to create smoother and faster online processes.

- Optimize end-to-end patient/caretaker journeys from registration to final bills and payments, securing payment touchpoints.

- Move from legacy on-prem to AWS GovCloud as the legacy products forecast low revenue potentials. With existing architecture, feature release was taking months.

- Improve overall customer experience by creating a cross-device experience, as the current product was not accessible on mobile.

- Determine inside-the-process details that potentially led to delays on any feature or system update or fundamentals leading to low revenue turnovers.

- Create a responsive system that would smoothly function across various devices to enhance customer experience and flexibility of usage.

- Reduce total cost of ownership, technical debt & manual effort.

LTIMindtree Solution

As a Consulting Partner for driving the roadmap from research and analysis, LTIMindtree was determined in identifying opportunities towards devising an optimization strategy for six Cloud-Native Platforms. **As part of the process, we:**

Migrated from legacy on-prem to AWS GovCloud.

Implemented Kubernetes container ecosystem to optimize the multitude of services and resource utilization.

Implemented highly scalable and resilient architecture, leveraging emerging technologies while complying with HIPAA, HITRUST, FHIR, and other regulatory compliances.

Deployed data pipelines in AWS Fargate with EKS for reducing operational overhead & management.

The user-centric design approach helped increase and improve patient enrollment, in-app engagement, and all other self-service touchpoints through better user interface, patient-friendly and easy-to-use software dashboards, timely user notifications, etc.

Built ML & AI models to give healthcare providers insights into their registered patients from any abnormalities in heart rate and blood pressure to regular check-ups and virtual diagnosis so medical assistance could reach before time.

Developed an implementation plan for built-in security, using Blockchain.

Implemented a modular solution for reusability across multiple use cases.

Business Benefits

The transition from fee-for-service payments to value-based-contracting helped deliver quality care. More than 55% of payments are now tied to value-based care.

A scalable delivery model to facilitate round the clock development led to significantly shorter time-to-market.

Increased application-level collaboration with APIs first zero-trust architecture and modular CI/CD pipelines.

32% savings in storage cost.

20x times improvement in deployment velocity.

50% reduction in downtime tickets reported by developers.