

OASIS Service Order Management System for Home Health Agencies

Customer offers medical coding and OASIS review consulting service to certified home health agencies throughout the United States. The specific nature of consulting service focuses on a standardized data collection instrument and reporting tool called OASIS (Outcome and Assessment Information Set).



Healthcare Industry

Abstract

Customer employs a team of managers and reviewers (Nurses). Reviewers evaluate patient medical charts and OASIS data and then provide customers with standardized reports, which contain medical billing codes and other information pertaining to the patient chart. The customer uses the information in the report to improve the OASIS before submitting to insurance companies for billing.

A web-based application to manage and process customer service orders. The application will be used by customers to submit service orders and used by managers & reviewers to process the requests and generate a service report in the PDF report.

Problem Statement

Reviewer reviews the patient's information and runs the pre-review and post-review calculation manually outside of existing software and enter data in the existing software. There are several drawbacks of the manual reviews:

- More than 30% operational overheads to manage customer specific service orders, resulting in fewer reviews in a workday.
- The high cost of maintaining multiple service orders of same patient, customer and full-time staff information.
- Generate dynamic screen for a different type of service orders.
- Agency users cannot add their service orders to the software.
- No integration of the Home Health Grouper to do the pre-review and post-review calculation.

Benefits Delivered

- No need to hire staff for adding service orders for agencies.
- Approximate 60% cut down on the operational costs.
- Agencies can add their service orders
- The new application is user friendly for customers & internal users.
- Improved efficiency & better response time
- Increased customer satisfaction by immediate notification of service
- Security measures for managing confidential information

Challenges & Limitations

- Since the agency users can access the application and submit their service orders, we had to maintain the customer specific data accessibility in the application,
- Integration of the Home Health Grouper in the application to do the pre-review and post-review calculation within the application.
- Develop a dynamic screen to review service order where reviewers can enter service order data for M-questions and generate the report.
- Each agency users, reviewers, and managers can see their dashboard and their specific data.
- Purging of old service orders' data which are not necessary.



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Aspire Solutions

Aspire provided a web-based product development offshore team since the concept building to product delivery to enhancement, maintenance, and support.

- Our business analysts involved with the customer to understand the core idea and the problem they are facing in the day to day life.
- Delivered the end product by dividing the work into the different milestones so that all the work is being reviewed by the client at the end of each milestone.
- Proposed the best-suited technology stack keeping in mind the short-term and the long-term requirements.
- Integration of Home Health grouper with the application and removed third-party dependency with the application.
- Generate dynamic service report builder form for the different type of service orders and easy to maintain the data.
- Implemented the process workflow for managing and reviewing the service order.
- Support for the previous version of the service reports.
- Auto linked patient history reports so that reviewer can directly refer to old reports without much efforts.
- Integration of the Message Board and Calendar application for internal users.
- Implementation of custom roles & permissions for the internal users.

Technologies Used

Liferay 6.2 GAT (CE), Liferay MVC portlet, Spring MVC portlet, Liferay Plugin SDK, Spring, Hibernate, HTML5, CSS3, SCSS, Bootstrap, jQuery, Apache Tomcat, Apache Web Server, Maven, Java 1.7, My SQL, SVN

Our Service



Product Development



Web App Development



Mobile Development



Digital Transformation



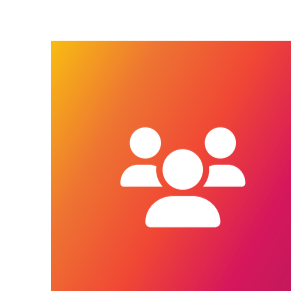
Odoo ERP Development



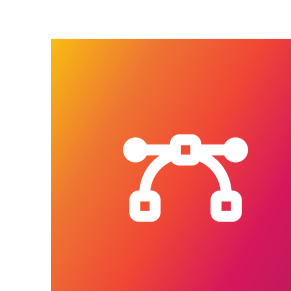
Portal Development



DevOps Service



Staff Augmentation



UI/UX Design



Wow! These guys operate a top-notch software development firm! They delivered excellent results in an organized and professional manner. | I look forward to my next project with Aspire.

Contact Us



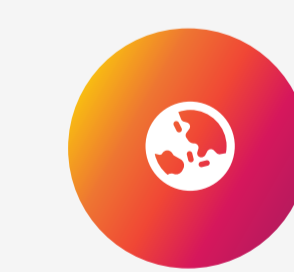
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