



## Case study on Home Healthcare Solutions

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# Leveraging the process of home healthcare by implementation of ERP

Rapidly developing predictive models to improve home based healthcare services for health plan members and patients.

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"With the 7iSystems Pvt. Ltd. (formerly Impulse IT Solutions) art of working, we can get the right information, develop the right models, ask the right questions, and provide accurate analysis that meet the precise needs of the business."

CEO, Raahat Healthcare Pvt. Ltd.

## SOLUTION

*RERP (Raahat ERP) System for Analyse & Developing Services to Healthcare Area.*

Business Integration Of Home based and Hospital based healthcare services like: doctor on call , nursing procedure, nursing care at home, general care, companionship, assistance & supervision at home, assistance & supervision procedures, membership services, nursing equipment's on rent, pathology tests etc.

## Overview

Raahat Healthcare Pvt. Ltd. working in healthcare sector from more than 5 years, Raahat Healthcare Pvt. Ltd. operates throughout, Rajasthan, India, with offices in Udaipur and Jaipur cities to support its network. It employs more than 100 people and offers a wide range of health, life and health insurance services, Raahat Healthcare Pvt. Ltd. also provide hospital services for children with brand of Raahat Child Care.

## Business need

Raahat Healthcare Pvt. Ltd. wanted to be able to predict members' health problems and put programmes in place to prevent them with the main motive to provide services to the patients and members which are not able to go hospital and wants nursing care and doctor services regularly, in addition to finding better ways to provide nursing equipment's and ambulance with rental procedure. Another one is to develop secure role based and authority driven system which will be able to maintain their working locations and customer queries. With enormous volumes of claims data, pathology results and demographic information to process, how could Raahat healthcare Pvt. Ltd. analyse the results fast enough to support business decision-making?

## Solution

The company faced the challenge by building a new analytics infrastructure that now delivers results in minutes, rather than days and developing and automation model of their business process with the company needs.



## Results

Raahat healthcare Pvt. Ltd. is now able to maintain their customers in two models Individual and Organization and can provide services at enterprise level to both model's members, it was the first and big phase for the company, and now they can manage their members and related services and generated queries in a better way.

## Benefits

Provides more accurate predictors for member's healthcare solutions, helping Raahat Healthcare to initiate better preventative programmes and packages to address members' health problems.

## CASE STUDY

*RERP (RaahatERP) Home Healthcare Solution.*

### Instrumented

Daily queries and Requests transactions are gathered into a central system, which provides channelling of leads and Requests to the authorised person to process .Now a customer is generated in the system data warehouse and combined with demographic information to process their need.

### Interconnected

The data is fed into sophisticated predictive models and processed by the right person to provide insight to analysts and decision-makers across the business.

### Intelligent

The ability to predict price calculation based on which healthcare services are needed by members so members can choose custom services and when services are decided then the same selected services gathered into a package and delivered to member.

### Business context

Raahat Healthcare Pvt. Ltd. is gathering more customer Requests because it was able to give better customer services, their managers and Helpdesk operators are working together with the system. Their productivity was increasing and service performance was going better.

Raahat Healthcare Pvt. Ltd is constantly developing new analytical applications, and has already seen tangible benefits in areas such as predictive modelling of members' Medical equipment renting and Nursing care at home.

### Integration of Business Process

To integrate the business process of Raahat Healthcare Pvt. Ltd., We have to develop a core system that will be effective in terms of security, Modular, collaboration tools and location management. Here we decided to take advantage of 7iSystem's product "iBusiness Application Suite", which is



highly scalable, integrated, authority driven, matured platform for SME applications. It was more better way to convert their business process with iBusiness Application Suite.

## Processing of a Request from client

When generating a new customer, it's a process of generating a new Service Request form first level. When collecting the information of request, the operator has some basic information of requester like Request Detail, Client Detail, Registered information, Contact details and Reported Details, these are the main basic information that a company needs to identify the type of request and to process the request.

## Managing a Case of member

Now a manager can convert a service request to a Case, In the case of a member all the transaction related to Services, Packages, Work schedules, Conveyance, Pharmacy, Acknowledgement, Rentals, Invoices and Receipts can be managed and handled with the customer states.

A case represents a total records and transactions of the member, Company can get any information about the particular member, when handling case, one authorised person which can be a case master (person which handles the case), Now it is beneficial to company that one person can handle the whole case and all the responsibilities are depends.

## EXPERTISE DOMAIN

While simplifying the business process of Raahat Healthcare Pvt. Ltd. 7iSystems used their following major domain expertise to simplify the problems.

## Process re-engineering

Business Process Re-Engineering seeks to help companies radically restructure their organizations by focusing on the ground-up design of their business. We structured the business process in ERP systems by controlled automation of processes and streamlining the interactions between entities involved in different processes. The domain of Home Healthcare was new in market with little or no informations available from sources like GARTNER etc. It took us 6-8 months to analyse the business and create the processes.

For more information please visit: <http://www.7isys.com/services/process-re-engineering/>

## Application Development

The ERP was developed in JAVA programming language with MySQL server as backend database using the full efficiency of iBAS (iBusiness Application Suite). The ERP has all major features of security auditing, implementing single sign on, multiple authentication realms etc.

For more information please visit: <http://www.7isys.com/services/application-development/>



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