

Cloud Based Safety and Incident Management Solution for Pharmacies



CASE STUDY

5000+

Retail Pharmacies



Cloud based, HIPAA compliant Solution



Automation of pharmacy Incident Reporting & Management



THE CLIENT

Healthcare Quality and Patient Safety solutions leader with a proven record of delivering software and services to advance care quality, safety performance and value based care.

BUSINESS NEED

The customer envisaged a safety and risk management solution with self-reporting, event tracking and workflow management capabilities.

- Adherence to healthcare standards such as HIPAA and regulatory bodies
- Handling multiple end customers through a multi-tenant solution
- Handling huge volume of customer data



CHALLENGES

- Under-reporting of incidents (Limited or no reporting)
- Lack of unified view of patient safety in retail pharmacy value chain
- Incomplete or ineffective safety and quality improvement programs
- Data silos resulting in fragmented view of patient safety programs
- Adherence to HIPAA and Patient Confidentiality

SOLUTION DELIVERED

ALTEN Calsoft Labs team proposed a SaaS based solution for tracking pharmacy incidents for 5,000 retail pharmacies across different zones using MVC, entity framework and Oracle. The key highlights of the solution include:

- Report quality incident by pharmacist and technicians
- Provide a unified view of reported pharmacy incidents with patient confidentiality and HIPAA compliance
- Intuitive electronic notifications of the relevant incidents to the stakeholders
- Regular/Standard and ad-hoc reports for users

TECHNOLOGY USED



- OS: Windows Server 2008
- Tools: ASP.NET MVC3, HTML5, Knockout, JQuery, JavaScript, Entity Framework 5.0, Windows Identity Foundation, IIS 7.5
- Automation Testing: Selenium
- Issue Tracking: Rally

BUSINESS BENEFITS

- Secure, Scalable, and Flexible platform
- Quick deployment without any significant software and hardware costs – thus providing lower TCO
- Seamless and Quick integration with existing IT systems
- Powerful Incident Management analytics that enables Divisional, Corporate, Operational and Quality leaders with actionable insights for:
 - Performance Improvement
 - Store Operations
 - Staff Productivity



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