Cloud Based Safety and Incident Management Solution for Pharmacies

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

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

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

ALTEN Calsoft Labs is a next gen digital transformation, enterprise IT and product engineering services provider. The company enables clients innovate, integrate, and transform their business by leveraging disruptive technologies like mobility, big data, analytics, cloud, IoT and software-defined networking (SDN/NFV). ALTEN Calsoft Labs provides concept to market offerings for industry verticals like education, healthcare, networking & telecom, hi-tech, ISV and retail. Headquartered in Bangalore, India, the company has offices in US, Europe and Singapore. ALTEN Calsoft Labs is a part of ALTEN group, a leader in technology consulting and engineering services.