ALTEN CALSOFTLABS
AN ALTEN GROUP COMPANY

SAFETY AND INCIDENT MANAGEMENT SOLUTION

THE CLIENT

The customer is a leading provider of software services catering to the needs of the healthcare industry, focusing on advanced healthcare quality, patient safety and risk management, infection control and accreditation standards compliance. They capture and analyze meaningful data to effectively drive the decisions that improve the safety and quality of the healthcare organizations, hospitals and patient safety organizations (PSOs).

BUSINESS NEED

The customer envisaged a safety and risk management solution with self-reporting, event tracking, monitoring and workflow management capabilities. Some of the challenges in developing the solution are:

- 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

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

SOLUTION DELIVERED

ALTEN Calsoft Labs team proposed a SaaS based solution for pharmacists and pharmacy staff to report safety and quality incidents, implemented for client with more than 4,000 retail pharmacies across different zones built using MVC architecture, entity framework and Oracle. The salient features of the solution implemented are:

- Reporting of safety, quality incident and near misses by pharmacist and technicians
- Manage reported incidents with best practice workflows for investigation and analysis like root cause analysis, support patient confidentiality and HIPPA compliance
- Stakeholders are provided with intuitive home page, dashboard and electronic notification/alerts for carrying out their tasks and getting information
- Provides the users the facility to run regular standard / ad-hoc reports with various filter criteria

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