

“Fulcrum Uses Flex technology to create Rich Internet Applications (RIA) for the largest independent Dialysis Services provider in the United States”

Industry

Healthcare

Technology Used

IDE : Flex Builder 3.0
 Scripting : Action Script 3.0
 Database : Oracle
 Web Services : Web Service
 Methodology : Cairngorm Architecture



Brief History

The client provides dialysis services for those diagnosed with chronic kidney failure, a condition also known as chronic kidney disease (CKD). They have over 1,400 outpatient dialysis facilities and acute units in over 700 hospitals. They are located in 43 states and the District of Columbia, serving approximately 110,000 patients. All this makes them the largest independent provider of dialysis services in the United States.

Business Needs

The solution still under development presents the following challenges in terms of IT alignment with the existing client IT set up and developing predictive capabilities based on static data:

- Creation of reliable data source for flex charting
- Development of flex charts and user interface for the charts
- Soliciting input from key stakeholders to identify strategy and clarify future revisions

- Creation of a plan to align with the client IT
- Making it possible to gain insights into the medication patterns of end users between 2 ‘fill points’ and to understand the implication of that period of time for the end user.

Solution

This solution involves the development of three individual solutions:

Patient Facility Enrollment System

Facility Enrollment is process in which patients in existing facilities or small facilities are enrolled. The Facility Teammate (FT) also called the Pharmacy Coordinator (PC) primarily initiates the enrollment request and in some case it is the PSR. Once the enrollment is initiated the enrollment process is executed by an operations teammate in the Pharmacy called the Facility Enrollment Coordinator (FEC).

The scope of the application is to support the Facility Enrollment Workbook, Facility Enrollment Index

and the aging report. Web Services are used as the interface between the FLEX 3 and the data store layer to retrieve and update data as required.

Ticket Management System

Ticket Management System (TMS) is process in which the user captures the ticket related details such as ticket Summary, ticket Type - Patient /Doctor /Pharmacy / Facility..., Name, Phone & Day-time, Ticket notes, assigned to and other required details. Once call center user successfully submits the call details, a reference number will be given to the caller and request will be assigned to appropriate groups.

We are in the development phase of the third solution, **Graphs and Chart Application for Patient Reports.**

Benefits

- This solution has helped create a reliable data source for flex charting.
- Development of interactive and user friendly interfaces for the end users.
- Ease and clarity in laying out the strategy for future revisions
- Alignment with the client’s existing IT environment.
- Bringing in predictive and analytical capabilities through end user data and their medication patterns.