

# A SOCIAL MOBILE PLATFORM TO MANAGE POPULATION RISKS

health and strengthen collaboration  
and communication



**Services:** Product Engineering & Innovation, Digital Experience, Microsoft

## OVERVIEW

The customer is a 30-year-old US based integrated health solutions company, managing 50mn+ members in various Medicaid programs through 80+ partnerships. The need was to provide a collaborative and integrated platform for patients and the care providers, to realize efficient, effective care delivery, population health trends and diversity.

## CHALLENGES



Understand diverse patient, aging population to craft smart care delivery mechanisms to treat rising chronic diseases



Address the needs of high-risk populations with more aligned, coordinated care powered by real-time communication and collaboration workflows, and closed circles

## SOLUTION

Designed, developed an award winning, patient-centric care collaboration mobile app that connects the entire care coordination, delivery team to

- 1 Drive communication with social messaging in the context of the patient's care timeline
- 2 Personalize care experience to connect care relationships in closed circles
- 3 Enable message among family and friends in a patient's/member's circles to communicate directly with everyone about the member's health condition
- 4 Manage Timeline updates, events like appointment requests, reminders, hospital admissions and discharges, medication schedules and refills, lab results, health articles and tips etc



## OUTCOMES

- Efficient care coordination, Cost optimization
- Faster and Quicker care delivery making tremendous impact on the population's health through - risk stratification, patient engagement, outcomes measurement
- Minimized unnecessary acute, chronic care events and gaps in care delivery
- 99.5% Availability
- 90-95% Transactions completed in 3 seconds

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