X BY 2

Reinventing Home Health Care.

How one home health agency turned an internal application into a market-ready product.

THE CLIENT

A Home Health Care Services Provider

THE BUSINESS OBJECTIVE

The need for streamlined care coordination, measurable patient outcomes and real-time collaboration between physicians, patients and clinicians is a challenge facing home health agencies across the industry.

Unable to find a commercial solution that met the demands of their growing business, our client decided to develop their own.

They quickly realized this custom solution was something other agencies could leverage to improve patient care, staff accountability and process efficiency.

X by 2 was asked to help evolve their internal solution into a market-ready product.

THE BUSINESS OUTCOME

Launched a market-ready product inside of four months.

BUSINESS IMPACT

Informed Patients
Improved communication and care coordination between caregivers and healthcare providers.

Empowered Clinicians
Simplified, real-time access to the information and tools needed to deliver high-quality care.

Secure & Scalable Platform
Enabled home health care delivery management at scale.

X by 2 transformed the client's internal solution into a secure, flexible and scalable product, while re-envisioning user journeys and experience as part of a future product offering.

Technology Advisory & Strategy

- Assessed the existing solution architecture for scalability, flexibility, and compliance.
- Helped implement a HIPAA compliant AWS Cloud.
- Developed a technical solution vision/strategy to support core features and functionality.
- Introduced new telehealth capabilities for remote follow-ups and vitals monitoring.
- Shored up weaknesses and aligned the solution with industry best practices and patterns.

Solution Development & Integration

- Worked in collaboration with the client's development team, providing project oversight and technical/ architecture leadership.

User Experience Future Vision

- Identified opportunities to improve accessibility, usability and workflow efficiency.
- Re-envisioned user journeys and experience:
  - Streamlined care plan management, care scheduling and coordination, and monitoring—shifting focus to the patient.
  - Designed a new scheduling and route management solution to optimize clinician appointments and time.
  - Designed a single holistic view of the patient and targeted treatment plans for use by clinicians during on site visits.
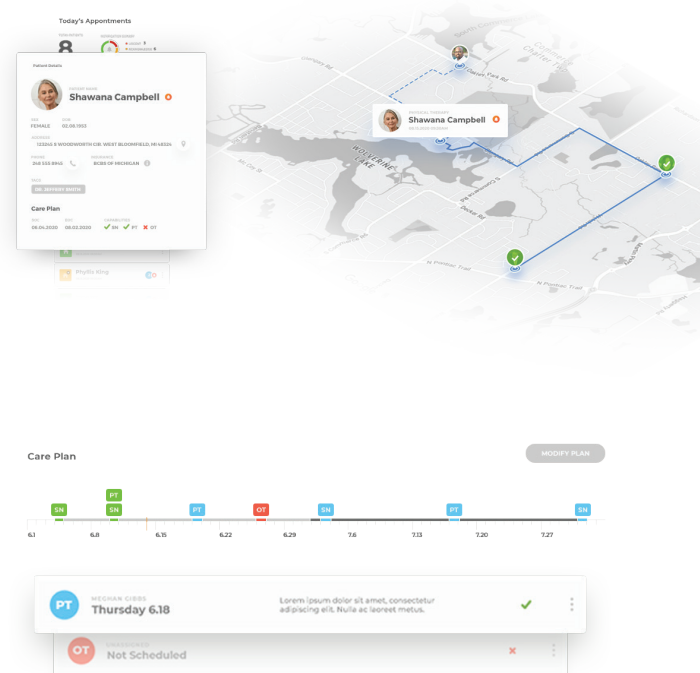
X by 2 combines over 20 years of healthcare domain experience with cutting edge technology, advanced data analytics and human-centric design to lead you through every step of the product development lifecycle.

Ready to learn more?
Email dollila@xby2.com or visit xby2.com