

| CASE STUDY

Integrated Care Solutions Partners With HatchWorks to Bring Complex Patient-Centered Custom Platform to Life



About the Customer

Integrated Care Solutions (ICS) provides patient-centered clinical solutions, innovative IT applications, data analytics, and customized advisory services to those responsible for the quality and cost of care including hospital systems, physician groups and organizations utilizing bundled payments, ACOs or other value-based payment models.

As a care management company, ICS coordinates patient care during transitions and throughout post-acute care and home and community-based settings—preventing unnecessary healthcare utilization, optimizing the patient experience and outcomes, and maximizing cost management efficiencies for partners.

HatchWorks Expertise Provided:

Software Development Services

- ✓ Full Lifecycle Software Development
(Product Strategy, Design, Development)

Cloud Application Services

- ✓ Managed Application Services



The Challenge and Opportunity

In 2018, National HealthCare Team (NHT) saw an opportunity to create a new business—one that could provide flexible episode post-acute care management to improve patient outcomes such as reducing readmissions and length of stay in care facilities. As they built out the business model for the soon-to-launch Integrated Care Solutions (ICS), the NHT executive team determined that the new company's services could be targeted to health systems and provider groups.

The business challenge was that, within a post-acute episode, a patient can move around from facility to facility—making it difficult to track patients and manage their care through each transition. Without a custom software application, ICS had to rely on spreadsheets to monitor patients' whereabouts and assess patient's health status and risk. The company realized this was not a scalable solution, especially if they hoped to service hundreds and eventually thousands of patients at any given time. In addition, the current method did not enable them to measure critical outcomes such as whether readmissions were actually being reduced.

At the time, there was nothing commercially available that ICS could buy to effectively support their business, let alone the specific workflow that had to happen for them to be successful. Moreover, their main business was nursing care—not software—so they did not have the expertise in-house to create the type of solution they needed.

In their search for a partner that would provide full lifecycle software development support and build a platform enabling them to enhance their service offerings, ICS learned of and subsequently signed on with HatchWorks.

"We're in a very unique, very complicated business. Designing and building a product from scratch that supports this kind of business was not going to be a simple task. HatchWorks demonstrated a comfort with and ability to understand the business we're in," says Brian Fuller, CEO of Integrated Care Solutions.

Solution and Results

In partnering with HatchWorks to build a product based on ICS-defined clinical workflows, Integrated Care Solutions successfully developed Care+. This highly functional, automated, integrated and customized tool assists ICS in providing population health patient care management and transition management, while also supporting programs such as Medicare BPCI Advanced.

“When our nurses log in every morning, the platform tells them who's new, who's at risk, and who's having a problem, and helps prioritize the patients in their day and determine where to start, generating tasks so nurses can manage their day effectively and efficiently,” says Brian.

Care+ also offers insights and analytics on each episode of care, which providers can use to control costs and report on to Medicare. Insights include ongoing updates regarding a patient's risk level, assessments of patient progress from care facility teams and progress made against evolving care plans, and patient engagement. Meanwhile, Care+ provides key analytics such as the number of an individual patient's post-acute care facility stays and length of stay compared to a condition-specific benchmark, as well as ER visits and hospital readmissions.

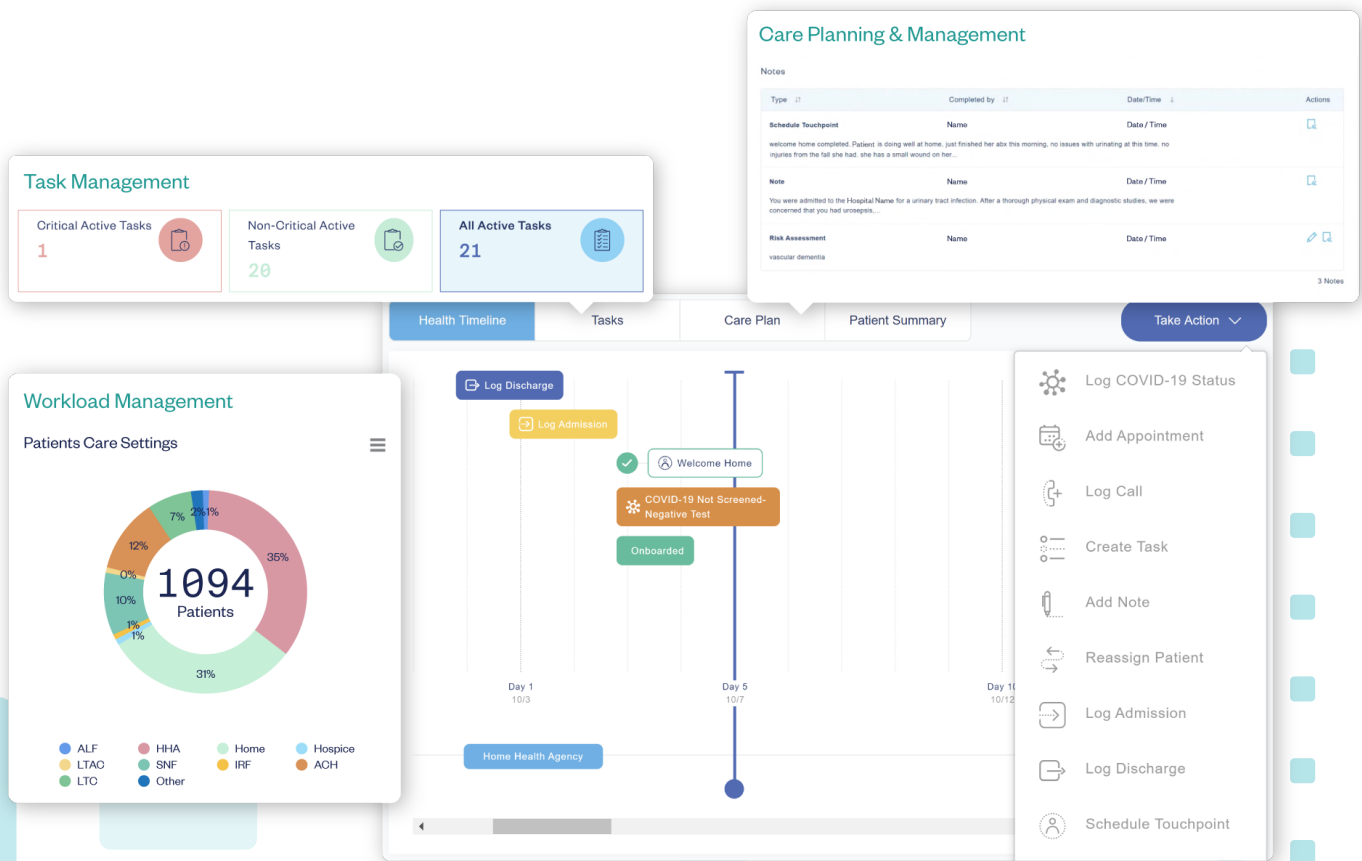
When the solution went live, HatchWorks was responsible for hosting it in a production environment as well as maintaining development environments for testing. Because of the daily influx of new patient data being imported into the new system, it was critical to ensure data storage was secure and monitored for potential threats. HatchWorks set up rules and logic for how to securely process and automatically add patient files into the solution. In addition, HatchWorks helped maintain a help desk queue for ICS—receiving enhancement requests by the team and quickly triaging and fixing any issues.

After HatchWorks delivered on its promise of immediate value, ICS integrated multiple reporting and analytics tools into the application. This is part of their next phase that includes leveraging data collected from the app to calculate benchmark metrics and display outcomes regarding the effectiveness of the program. Today, ICS is managing Care+ themselves, having successfully grown the company to fund and build their own in-house team for managing and developing the application on a daily basis.

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“HatchWorks is likable, easy to work with, and fast learners. I also really appreciate that they speak in a language I can understand. They translate from their world to mine because I'm not a technical person. When they need my input or decision-making to drive their work, they explain the issues in a way that I can easily understand.”

—Brian Fuller, CEO,
Integrated Care Solutions



Does your healthcare, manufacturing or financial services enterprise have a vision to expand your service offerings—and need the expertise of an award-winning leading-edge full cycle software development team to achieve that goal?

Contact HatchWorks today to learn how we can **ignite** your vision, **accelerate** your time-to-market and time-to-value, and enable you to **succeed** now, and in the future.

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About HatchWorks

HatchWorks is your guide on the journey to product excellence. Our team of award-winning product experts specialize in building future-proof, innovative software products powered by data analytics, AI and IoT innovation. From ideation to strategy to launch and beyond, we partner with industry leaders in finance, healthcare, manufacturing and more to scale and commercialize their product suite with modern software solutions. As a result, we empower our customers to create meaningful user experiences and drive actionable data to improve and inform their critical business decisions.

HatchWorks is headquartered in Atlanta and has offices in Chicago, Costa Rica, Peru, and Colombia.



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