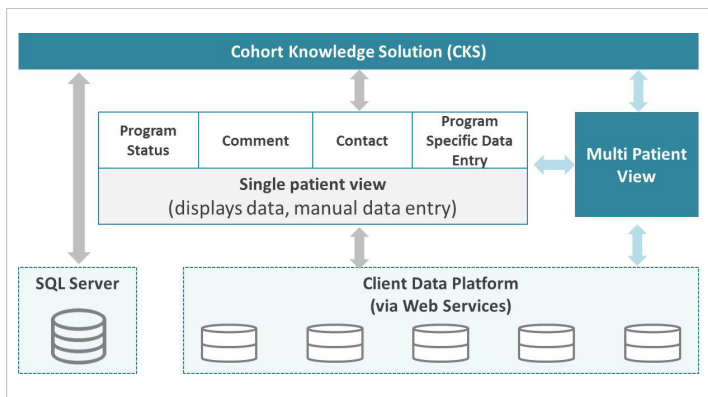


Case Study: Cohort Knowledge Solution for a Leading Medical Practice

Client Requirements

Client is a non-profit organization and a leading medical practice in the US. Client uses a legacy application for their primary care services application. Client intended to sunset its legacy applications and build new applications for maintaining business as usual (BAU) for its users. Client required an application that is generic and configurable to add new cohorts, as business needs arise, with no development efforts. It also needed cohort users to manage cohort-specific configurations to reduce such requests being handled by development/ support team, as in the legacy scenario.

CitiusTech was selected to build a Cohort Knowledge Solution (CKS), integrated with client's enterprise data platform as the base for cohort creation and notification generation.



CitiusTech Solution

Requirement Analysis

CitiusTech did a detailed assessment and conducted user group interviews to finalize the most relevant features that would make client's care management process more efficient. The solution design included the following key features:

- A web application to ensure access from any intranet machine without any installation required
- Administrator application to create new cohorts with no development efforts on CKS web application
- A super user module for users which could configure cohort-specific set-up to reduce support activities
- Application design which is easy to use and access

Solution Design

CitiusTech developed Cohort Knowledge Solution (CKS), a web-based application that:

- Identifies patient cohorts, gathers respective clinical data and allows nurses to record non-clinical comments for medical and social history
- Creates reminders to contact patients and also records contact details for providers to care and manage patients in respective healthcare programs
- Serves the needs of client's primary care service application, specialty practice, department of medicine and inpatient practices

CitiusTech developed 15 cohort groups for multiple initiatives which include care transition programs, anticoagulation, HIV etc., with customized configuration. CitiusTech created rules for each cohort which generated follow-up information and identified at-risk patients from the enrolled patient population.

Value Delivered

By partnering with CitiusTech, the client was able to:

- Reduce readmissions, improve post-hospitalization care, extend reach and care for patients
- Attain total savings of over \$6 million over past 3 years from the care coordination program for reduced readmissions
- Reduce cost of employee care and provide a richer user experience

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About CitiusTech

CitiusTech is a specialist provider of healthcare technology services and solutions to medical technology companies, providers, payers and life sciences organizations, with over 2,700 professionals worldwide. CitiusTech's services and solutions include healthcare software development, healthcare interoperability, regulatory compliance, BI/analytics, consumer engagement, care coordination and population health management. CitiusTech helps customers accelerate innovation in healthcare through a number of solutions and accelerators for clinical quality reporting, healthcare big data, cloud computing, mobile health and predictive analytics. With cutting-edge technology expertise, world-class service quality and a global resource base, CitiusTech consistently delivers best-in-class solutions and an unmatched cost advantage to healthcare clients worldwide.

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